



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

REGULAR MEETING OF THE

# BOARD OF DIRECTORS

---

*Our mission is to develop, deliver, operate and maintain high-quality roadways and related transportation solutions.*

**January 25, 2023**



# **AGENDA ITEM #1**

---

Bobby Jenkins  
Chairman

# Welcome and opportunity for public comment



# CONSENT AGENDA ITEMS #2-4

---

Bobby Jenkins  
Chairman

2. Approve the minutes from the December 14, 2022 Regular Board Meeting.
3. Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program.
4. Approve a contract with American Infrastructure Maintenance Management, LLC. for the 183A Small Sign Replacement Maintenance Project.



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **AGENDA**

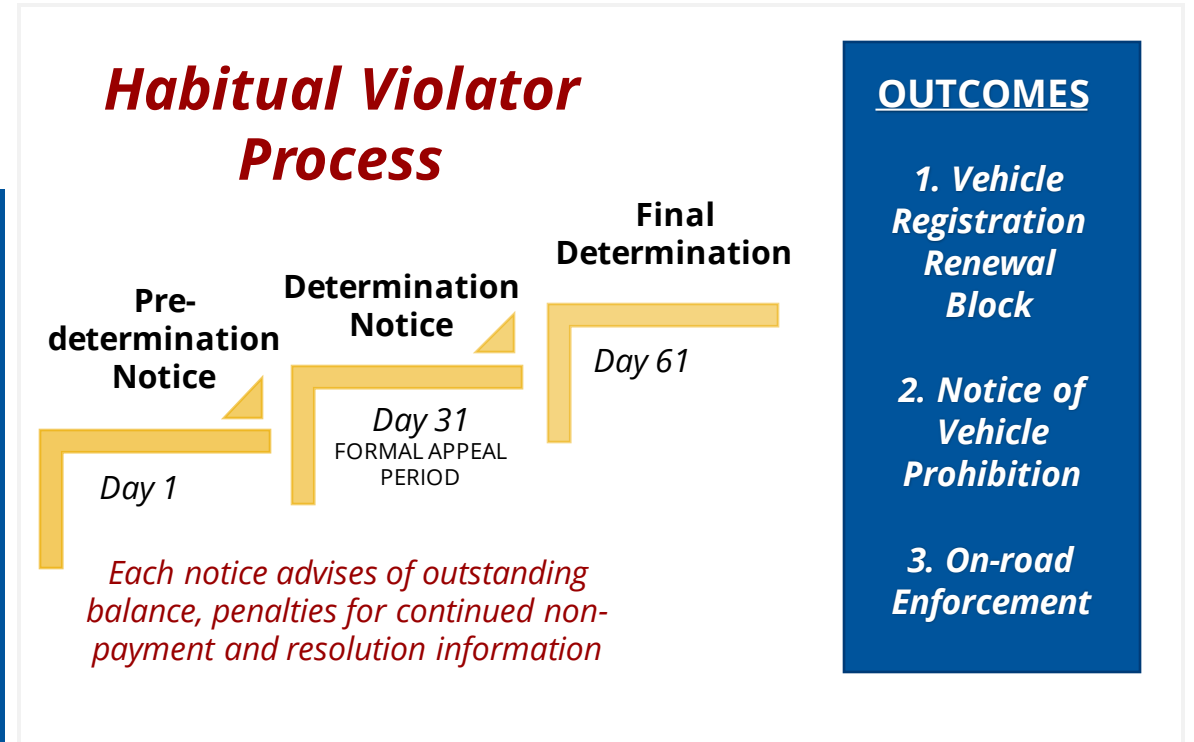
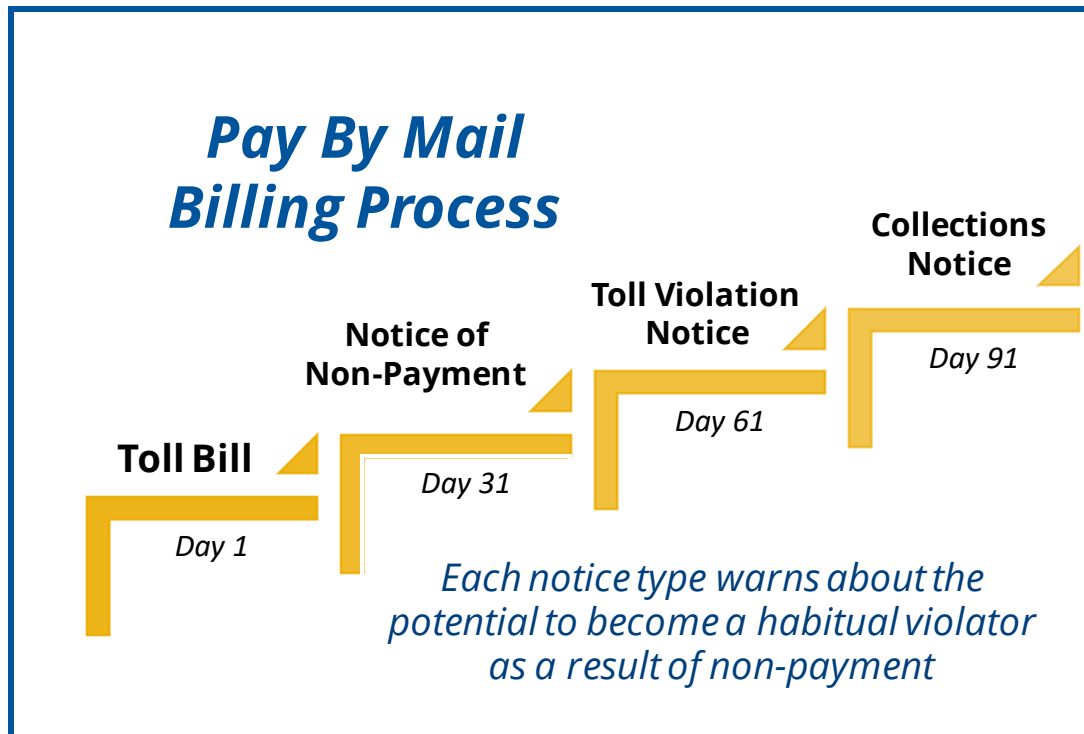
## **ITEM #3**

---

Tracie Brown  
Director of Operations

**Prohibit the operation of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program**

# ESCALATING COMMUNICATIONS





## Section 301.010(d-f): Customer Service & Violation Enforcement Policies

- Customers with 100 or more events non-payment within a period of one year and who have received at least two written notices of non-payment may be considered habitual violators. An event of non-payment is considered to be one unpaid toll transaction.
- Following a final determination that a registered owner with at least 100 unpaid toll violations within a year is a habitual violator, the authority may report a vehicle owned or leased by a person determined to be a habitual violator to a county tax assessor-collector or the Texas Department of Motor Vehicles in order to cause the denial of a vehicle registration.
- By order of its Board of Directors, ***the authority may prohibit the operation of a motor vehicle owned or leased by a person determined to be a habitual violator on all authority toll roads. Vehicles that continue to operate on a toll road after the prohibition are subject to ticketing and impounding.***



- **Approve a *Vehicle Prohibition Order* for the identified habitual violator customers**
  - » Number of prohibited vehicles: **641**
  - » Total number of related unpaid tolls: **667,247**
    - Average number of outstanding tolls per vehicle: **1,041**
    - Average unpaid balance: **\$1,979**
- **Next Steps**
  - » Customers will receive *Prohibition Order* by mail
  - » Customers found to be in violation of prohibition are subject to warning, citation with up to \$500 fine and / or vehicle impoundment

# RECOMMENDATION



- Staff recommends the Board approve the prohibition of certain vehicles on Mobility Authority toll facilities pursuant to the Habitual Violator Program





# **AGENDA**

## **ITEM #4**

---

Mike Sexton, P.E.  
Acting Director of Engineering

**Approve a contract with  
American Infrastructure  
Maintenance Management, LLC.  
for the 183A Small Sign  
Replacement Maintenance  
Project**

# BACKGROUND



- **Project Description:**  
Replacing small signs along 183A and installing shared use path signage
- **Location:**  
Hero Way to SH 45
- **Construction Cost:**  
\$517,184.57



## 3 Responsive and Responsible Bids Received

| Contractor  | Bid Price    |
|---|--------------|
| American Infrastructure Maintenance Management, LLC | \$517,184.57 |
| Dan Williams Company                                | \$553,413.42 |
| The Levy Company                                    | \$579,892.25 |

- **Engineer's Estimate:** \$745,652.25

# RECOMMENDATION



- Staff recommends that the Board award the contract for construction of the 183A Small Sign Replacement Maintenance Project to American Infrastructure Maintenance Management, LLC and authorize the Executive Director to execute a contract with American Infrastructure Maintenance Management, LLC in an amount not to exceed \$517,184.57 for construction of the 183A Small Sign Replacement Maintenance Project



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **REGULAR ITEMS**

---

COLLABORATION



INNOVATION



SERVICE



SAFETY



STEWARDSHIP



# **AGENDA**

## **ITEM #5**

---

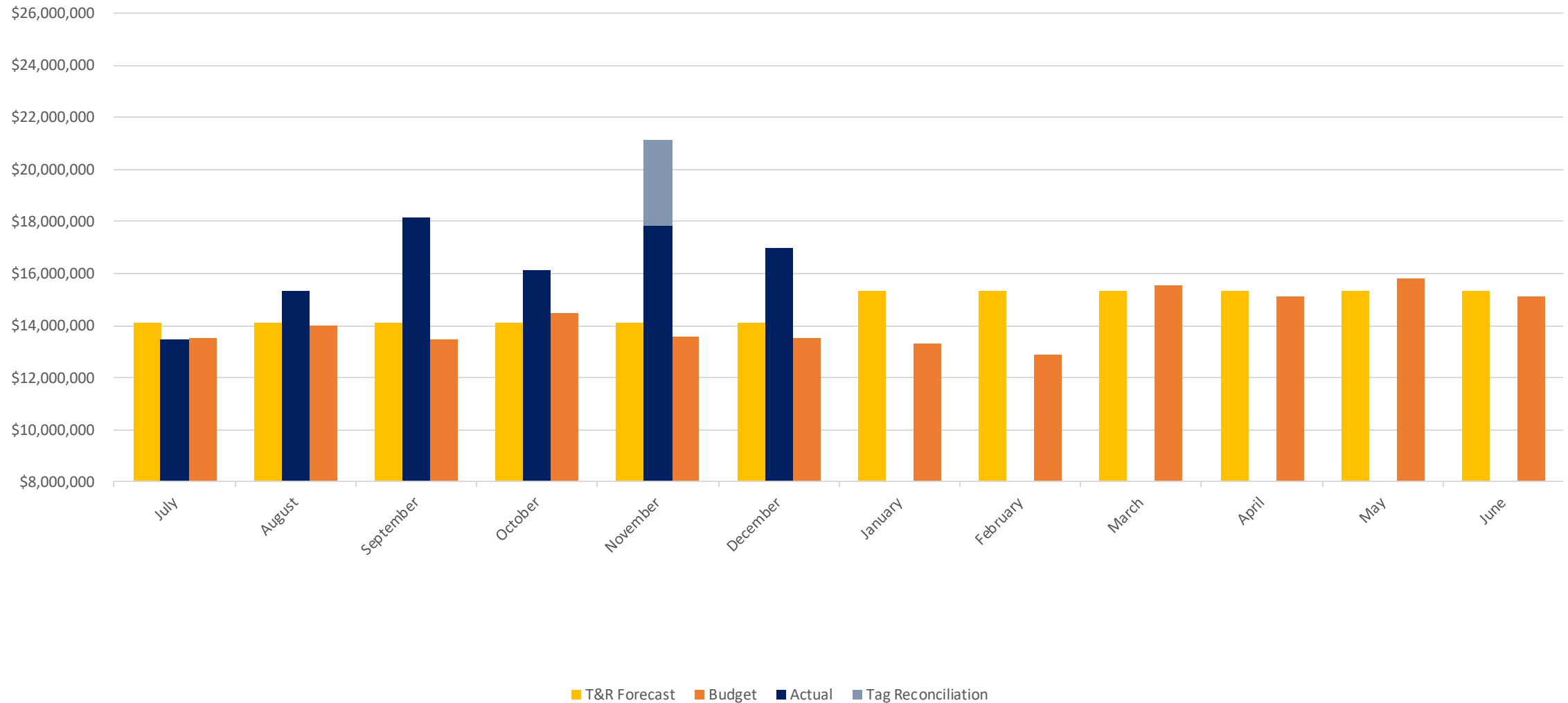
José Hernández  
Chief Financial Officer

## **Accept the financial statements for November 2022 and December 2022**

# DECEMBER 2022 SYSTEM TOLL REVENUES



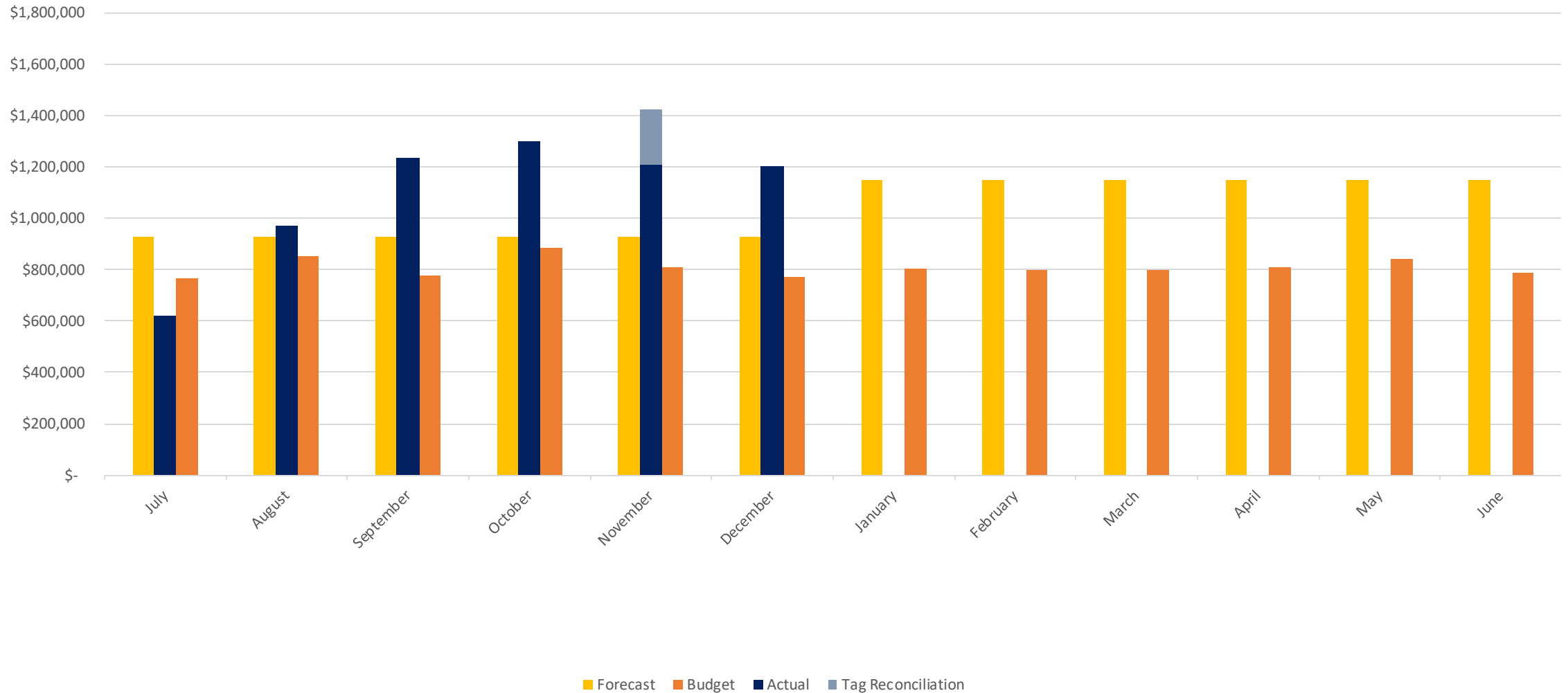
FY 2023 System Toll Revenues



# DECEMBER 2022 MOPAC TOLL REVENUES



FY 2023 MoPac Toll Revenues





# DECEMBER 2022 YTD PERFORMANCE – ALL FUNDS



- **Revenues**

- » **63% of annual budget collected through December (6 months of fiscal year elapsed)**

- Tag revenues - \$66.4 million (55.6% of budget)
- Video tolls - \$39.9 million (68.4% of budget)
- \$116.5 million total revenue collected
- Interest income exceeding budget – 376% (\$12 million actual vs. \$3.2 million budget)

- **Expenses**

- » **Operating expenses on track to date compared to budgeted amounts – 43.8%**

- Administrative – 38.6% of annual budget expended
- Operations & Maintenance – 48% of annual budget expended
- Non-operating expenses (bond interest) also in line with budget – 46.2%



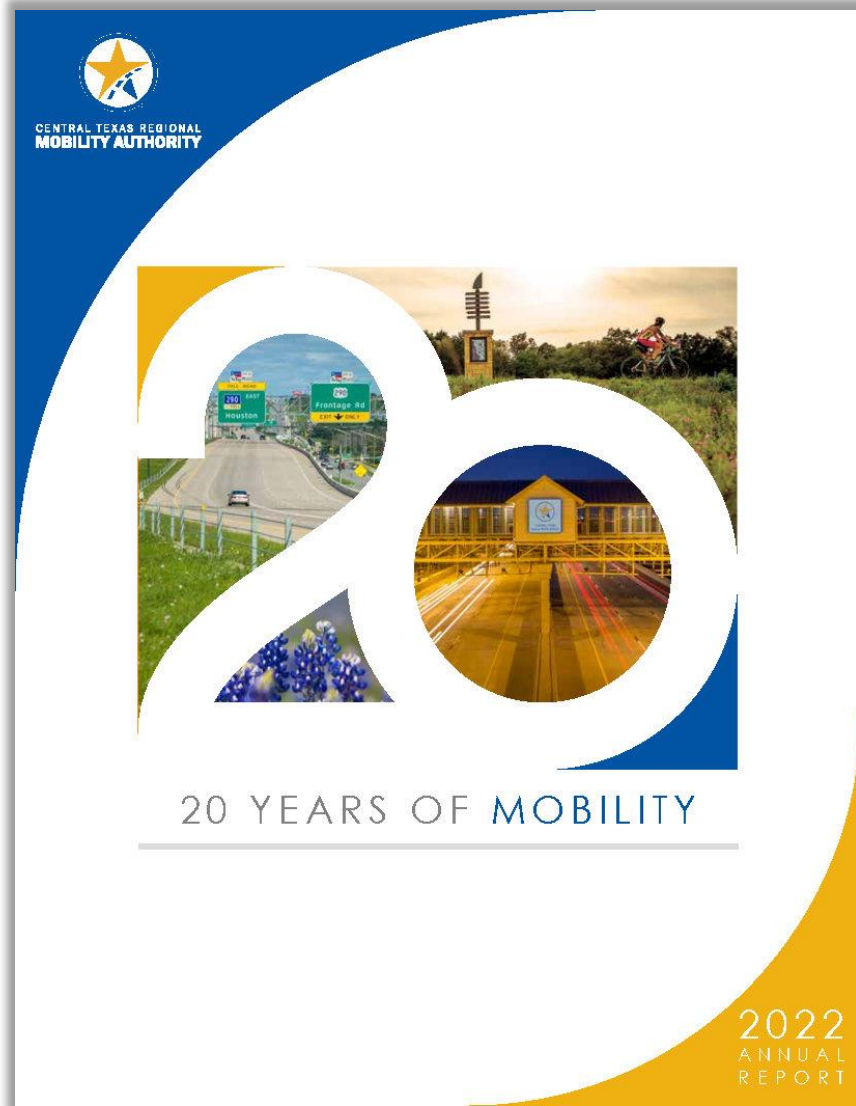
# **AGENDA ITEM #6**

---

Jori Liu  
Director of Communications

**Discuss and consider approving  
the 2022 Annual Report**

# ANNUAL REPORT



- Our yearly review of the agency and its performance
- Features key projects and financial statements
- Required as part of the Texas Administrative Code

# DISTRIBUTION



- **Distributed digitally** to an extensive list of elected officials, key stakeholders and agency e-newsletter subscribers



- **Printed copies** available upon request and provided to investors



- Available on **website**



- Shared via **social media**

# A DYNAMIC RESOURCE



- **Evolved** from a required milestone to a dynamic resource
- **Demonstrates** commitment to
  - » transparency
  - » fiscal responsibility and accountability
  - » dependability and dedication to public service
  - » visionary leadership





# Overview

---



## OUR BOARD OF DIRECTORS

We are governed by a seven-member board of directors who are responsible for setting policies, identifying priority projects, and ensuring that the agency operates in an efficient, effective, and transparent manner. The Governor appoints the Chairman, and the Commissioners Courts for Travis and Williamson counties each appoint three members to voluntarily serve on the Board for two-year terms.



**BOBBY JENKINS**  
Chairman  
Gubernatorial Appointee  
Sworn in 2019



**NIKELLE S. MEADE**  
Vice-Chair  
Travis County Appointee  
Sworn in 2012



**DAVID SINGLETON**  
Board Treasurer  
Williamson County Appointee  
Sworn in 2003



**MIKE DOSS**  
Board Secretary  
Williamson County Appointee  
Sworn in 2019



**DAVID B. ARMBRUST**  
Board Member  
Travis County Appointee  
Sworn in 2012



**HEATHER GADDES**  
Board Member  
Williamson County Appointee  
Sworn in 2021



**JAY BLAZEK CROSSLEY**  
Board Member  
Travis County Appointee  
Sworn in 2022

# 20 YEARS OF MOBILITY



- Transformed \$670 million into \$2.97 billion in infrastructure improvements



- 6 roadways, 380 lane miles open to traffic



- About half of that includes non-tolled improvements



# 183A PHASE III



- Construction underway
  - » Two tolled lanes in each direction (extension of the existing 183A Toll Road)
  - » Adjacent shared use path from Hero way to Seward Junction Loop
- Accommodates future growth
- Completion anticipated 2025

# 183 NORTH MOBILITY PROJECT



- Construction underway
  - » Two express lanes in center median
  - » Fourth general-purpose lane
  - » Connection to MoPac Express Lane
- Will allow for complete connectivity from Liberty Hill to downtown Austin
- Completion anticipated 2026

# BARTON SKYWAY RAMP RELIEF PROJECT



- Adds pavement for auxiliary and merge lanes on southbound MoPac
- Intends to alleviate congestion at Winsted Lane, Enfield Road, Bee Caves Road, and Barton Skyway
- Construction begins 2023

# GOING THE EXTRA MILE



- More than 70 miles of shared use paths or sidewalks are in place or planned



## » 45W Trail

- 4.5-mile trail with interpretive signs and augmented reality experiences



## » 183 Trail

- 10-mile trail with trailheads and interpretive signage coming in 2023

**Trail Explorer**  
by CTRMA

Download the free **Trail Explorer** by CTRMA app to bring to life the history and natural wonders of the Hill Country with audio narration and augmented reality (AR) experiences!

Available on the **App Store** and **Google Play**.

1 **SCAN**  
◀ Find the brackets on each sign to launch Trail Explorer. Start with the brackets to the left on this sign!

2 **LISTEN**  
◀ Look for **this lion** for audio narration. ▶ Puede escuchar las narraciones de audio en español usando la aplicación Trail Explorer. Busque este símbolo para escuchar.

3 **ENJOY!**  
◀ Look for **this lion** for an interactive AR experience.

CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY



# 2022 FINANCIAL STATEMENTS



Adopted on Sept. 28, 2022  
during the regularly scheduled  
Board of Directors Meeting.



# **AGENDA ITEM #7**

---

Tracie Brown  
Director of Operations

**Discuss and consider approving  
Amendment No. 3 to the contract  
with Cofiroute USA, LLC to adjust  
compensation for Pay By Mail  
services**

# CONTRACT AMENDMENT No. 3 OVERVIEW



- **Background**

- » In February 2018, the Mobility Authority's Board of Directors approved an Agreement with Cofiroute USA, LLC (CUSA) for Pay By Mail violation processing, collections and customer services

- **Today's Proposed Action**

- » Adjusts Cofiroute's baseline compensation across all billing stages
- » Adds the opportunity for Cofiroute to earn a performance incentive payment if certain performance and collection metrics are met

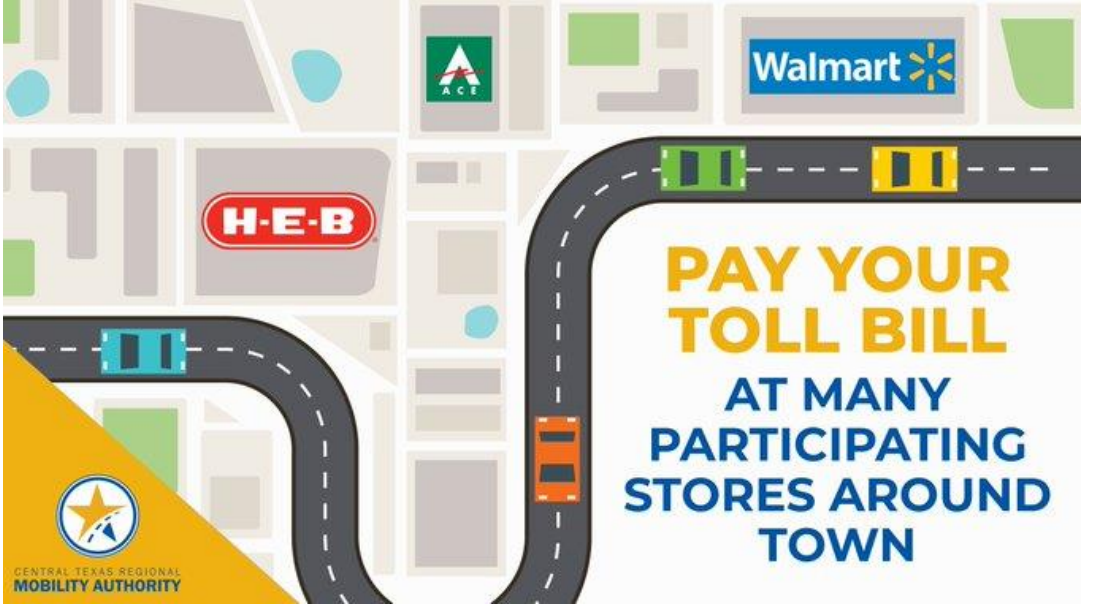



**A faster,  
simpler  
way  
to pay.**

**QR Code  
Payments**

**NOW AVAILABLE**

*QR Code not scannable, for  
visual representation only.*



**PAY YOUR  
TOLL BILL  
AT MANY  
PARTICIPATING  
STORES AROUND  
TOWN**

# New Cofiroute Customer Service Offerings



# AMENDMENT No. 3: BASELINE COMPENSATION ADJUSTMENT



| BILLING STAGE   | PROPOSED PRICING *<br><i>Updated 1/21/2023</i> |                  | VARIANCE<br><i>(from current)</i> |                  |
|---|--|------------------|-----------------------------------|------------------|
|   | \$ or % of Fee Collection                      | Toll % Collected | \$ or % of Fee Collection         | Toll % Collected |
| <b>Pre-paid</b>   | NA   | 10%              | NA                                | -8%              |
| <b>Toll Bill Notice</b><br><i>(Day 1-30)</i>            | \$1.00   | 16%              | \$0.44                            | -3%              |
| <b>Notice of Non-Payment</b><br><i>(Day 31-60)</i>      | \$9.50   | 16%              | \$6.91                            | 2%               |
| <b>Notice of Toll Violation</b><br><i>(Day 61 - 90)</i> | \$19.50  | 18%              | \$13.40                           | 8%               |
| <b>Collections</b><br><i>(Day 91+)</i>                  | 50%  | 25%              | NA **                             | 25%              |

\* Paid at the stage the toll is collected

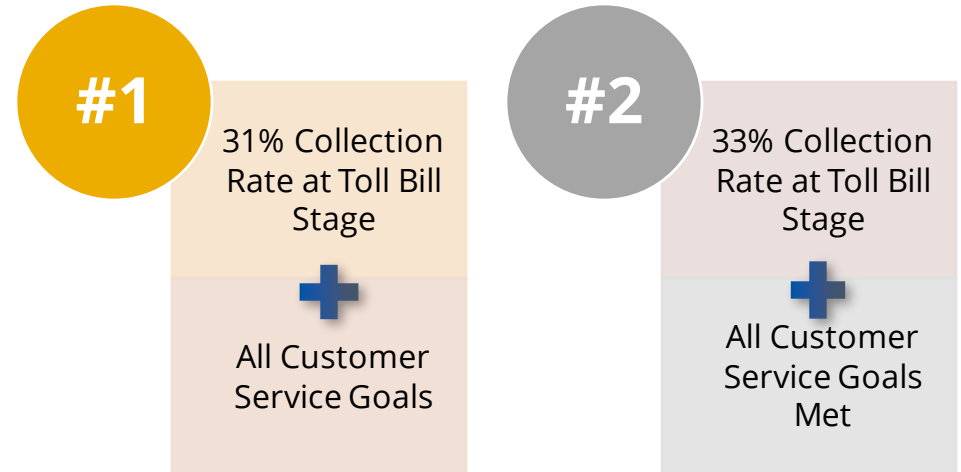
\*\* Current pricing at this stage is \$3.52 per transaction collected



# AMENDMENT No. 3: INCENTIVE PAYMENT OPPORTUNITY

- Amendment sets stretch goals for Cofiroute's customer service and collection performance and provides the opportunity for an incentive payment
- Approach splits the incentive into two opportunities:

- » **An additional 2% compensation on the paid Toll Bill Notice for achieving a 31% collection rate at this billing stage AND meeting all customer service goals**
- » **An additional 4% compensation on the paid Toll Bill Notice for achieving a 33% collection rate at this billing stage AND meeting all customer service goals**



- The incentive is to be paid monthly, in arrears
- Cofiroute will not receive an incentive payment if the metrics are not achieved. No penalty if performance targets are not met.

# AMENDMENT No. 3: INCENTIVE PAYMENT OPPORTUNITY



- **Comparison of Proposed Incentive Pricing**

| <b>TOLL BILL NOTICE</b><br>(Day 1-30) | <b>PROPOSED PRICING</b> | <b>INCENTIVE PRICING</b> | <b>VARIANCE</b><br>(from current) |
|---------------------------------------|-------------------------|--------------------------|-----------------------------------|
|                                       | Toll Percentage         | Toll Percentage          | Toll Percentage                   |
| <b>Incentive Opportunity #1</b>       | 16%                     | 18%                      | -1% ▼                             |
| <b>Incentive Opportunity #2</b>       | 16%                     | 20%                      | 1% ▲                              |

# RECOMMENDATION



- Staff recommends the Board approve the Amendment No. 3 to the agreement with Cofiroute USA, LLC to adjust compensation for Pay By Mail services



# **AGENDA**

## **ITEM #8**

---

Cory Bluhm  
IT and Toll Systems Manager

**Discuss and consider approving a request to issue a request for proposals for information technology consulting services**

# PROCUREMENT OVERVIEW



- **Description:** The objective of this procurement is to establish a contract with an Information Technology (IT) Services firm that will provide general IT services for the Mobility Authority's internal IT systems
- **Total Project Cost:** Estimated at \$350,000 annually
- **Anticipated Notice to Proceed:** Q2 2023

# SCOPE OF PROCUREMENT



- General IT services provided to an agency such as the Mobility Authority, to include helpdesk services, inventory, maintenance, upgrade, and reporting on the following systems:
  - » IT hardware
  - » IT software
  - » Network operations
  - » Cybersecurity and network security
  - » Data backup
  - » Non-tolling external system interfaces
  - » An initial three-year contract with three potential one-year extensions is anticipated

# PROCUREMENT TIMELINE



February 2023

*RFP Publicly Issued*



March 2023

*Question & Answer Period*



April 2023

*RFP Responses Received*



April/May 2023

*Potential Executive  
Director-approved Shortlist  
and Optional Interviews*



June 2023

*Recommend IT vendor for  
Contract  
IT services will transition to  
the new provider during the  
month of June.*

***IT Services Procurement***



# RECOMMENDATION



- **Staff recommends the release of an RFP for IT consultant services**
- **Next steps:**
  - » Advertise and Release RFP
  - » Work with vendors during Q&A and discovery process
  - » Evaluate responses to bring a recommendation for contract to the Mobility Authority Board



# **BRIEFINGS & REPORTS**

---



# **AGENDA**

## **ITEM #9A-D**

---

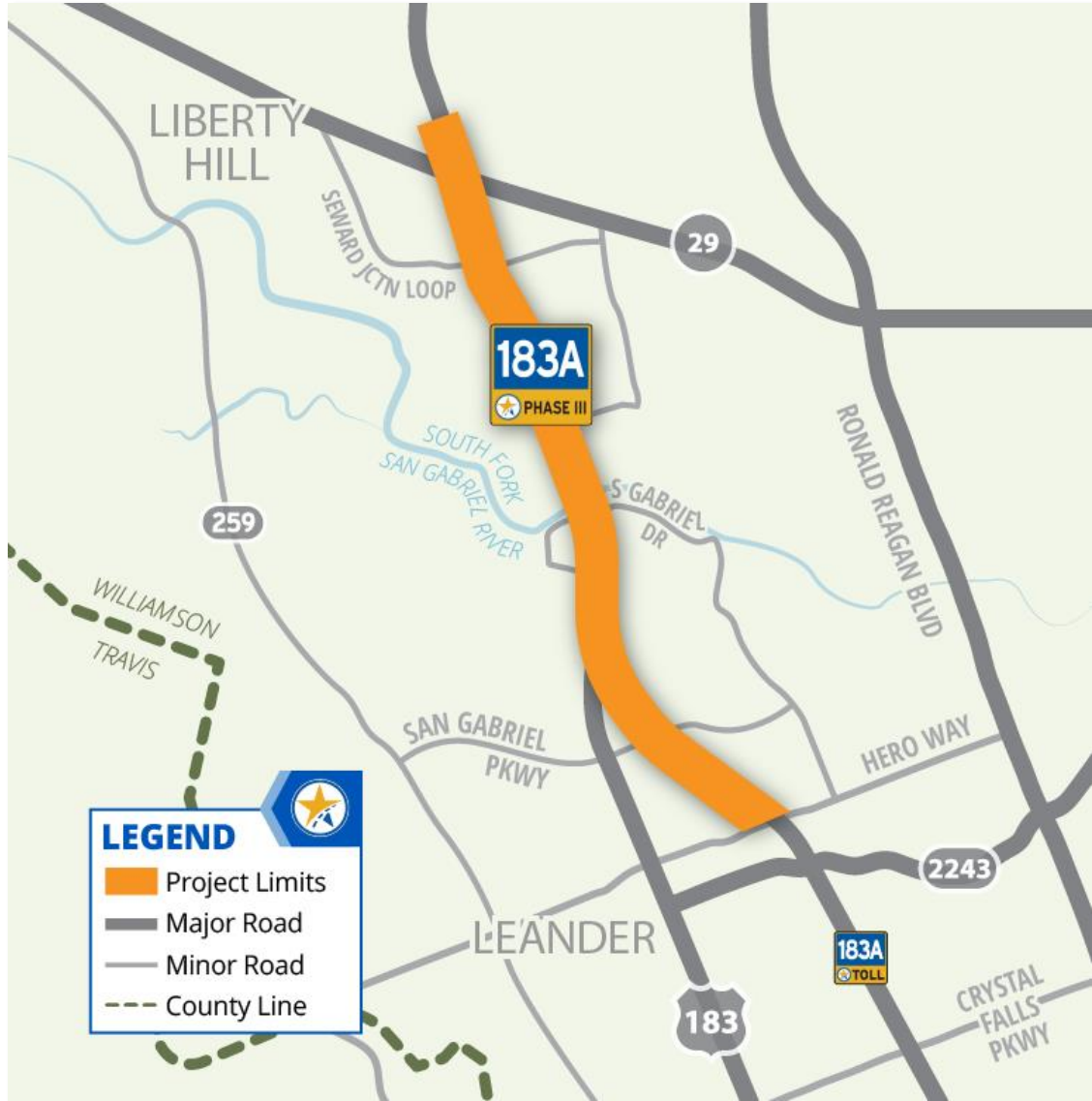
Mike Sexton, P.E.

Acting Director of Engineering

## **Quarterly Project Updates**

- A. 183A Phase III Project
- B. 183 North Mobility Project
- C. MoPac Cemetery  
Tree Planting Project
- D. Barton Skyway Ramp Relief  
Project

# 183A PHASE III PROJECT



- **Project Description:** The project includes a 5.3-mile extension of the existing 10-mile 183A Toll Road to the north
- **Limits:** Hero Way to north of SH 29
- **Total Project Cost:** \$259M
- **Construction Cost:** \$175M
- **Notice to Proceed:** 3/28/2021
- **Open to Tolling:** Early 2025

# 183A PHASE III PROJECT STATUS



- Current Project Status:
  - » Contract Time started 4/26/2021
  - » Overall Project Time elapsed is 48.2% through December 2022
- Work Underway:
  - » Bridges - Substructure and Superstructure
  - » Retaining Walls
  - » Drainage Systems
  - » Earthwork
  - » ITS/Elec Duct Runs
  - » Utility Relocations

# PROJECT FINANCIALS



|   |           |                        |
|---|-----------|------------------------|
| <b>Original Contract Amount:</b>                    | <b>\$</b> | <b>175,695,656.17</b>  |
| Authorized Changes (Change Order and Amendments)    |           |                        |
| Previous Periods:                                   | \$        | 682,447.71             |
| This Period:  | \$        | 0                      |
| <b>Current Authorized Contract Amount:</b>          | <b>\$</b> | <b>176,378,103.88</b>  |
| Draw Requests 1 – 20 (Jan. 2021 through Sept. 2022) | \$        | (67,378,051.54)        |
| Draw Request 21 (Oct. 2022)                         | \$        | (1,521,040.11)         |
| Draw Request 22 (Nov. 2022)                         | \$        | (4,358,222.29)         |
| Draw Request 23 (Dec. 2022)                         | \$        | (2,650,000.00)         |
|   |           |                        |
| <b>Total Amount Earned to Date:</b>                 | <b>\$</b> | <b>(75,907,313.94)</b> |
| Amount remaining for work to be completed:          | \$        | 100,470,789.94         |
| Total Percent of Budget Expended through Dec. 2022: |           | 43.0%                  |

Notes:

Deductions from Construction Contract indicated by (\$X.XX)

(\$X,XXX) Indicates estimated value pending CTRMA review and acceptance

# CONSTRUCTION ACTIVITIES: SEWARD JUNCTION LP.



Sept. 2021 through Dec. 2022



# CONSTRUCTION ACTIVITIES: WHITEWING DRIVE



Sept. 2022



Dec. 2022





# CONSTRUCTION ACTIVITIES: SAN GABRIEL RIVER



Sept. 2022



Dec. 2022



# SAN GABRIEL RIVER: BRIDGE & RETAINING WALL CONSTRUCTION



# SAN GABRIEL PKWY: DETENTION POND WALL CONSTRUCTION



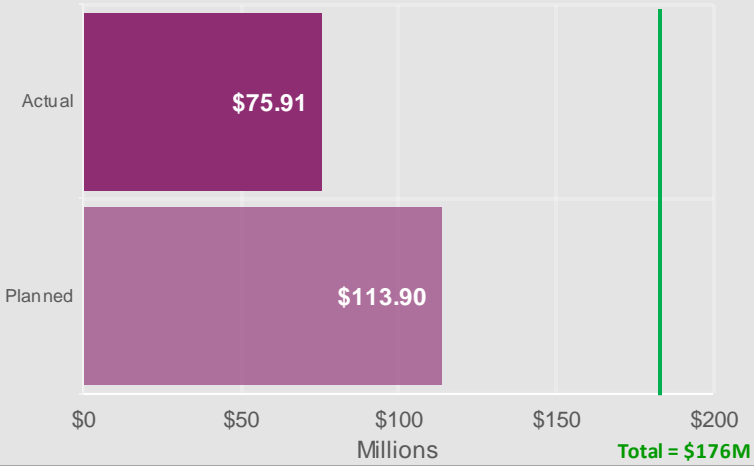
# STATE HIGHWAY 29: PROCESSING MATERIAL FOR EMBANKMENT



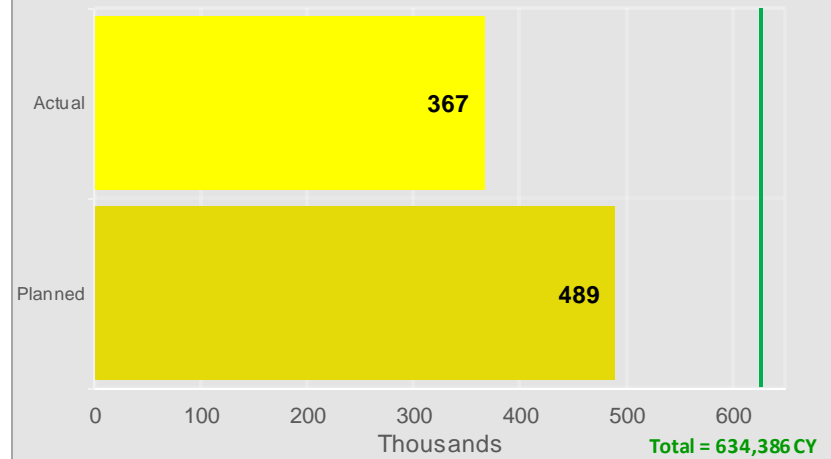
# CONTRACT METRICS



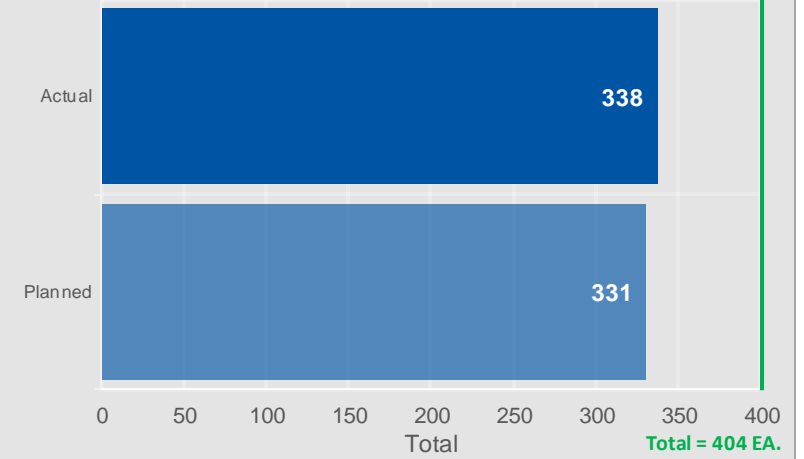
### Construction Financial



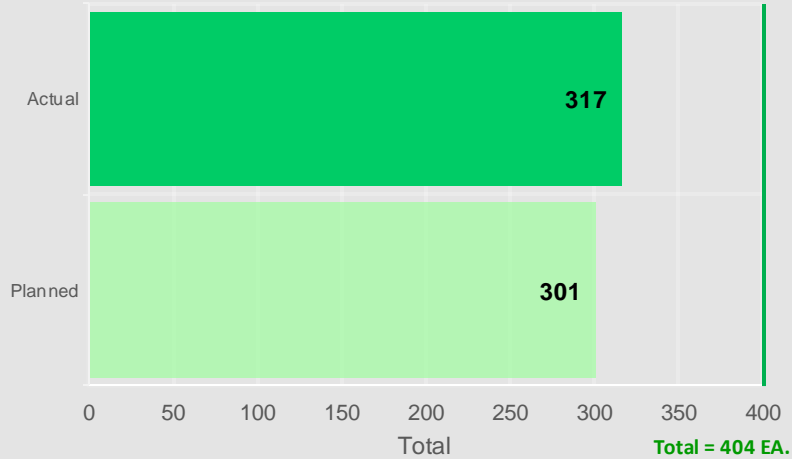
### Earthwork – Roadway Embankment



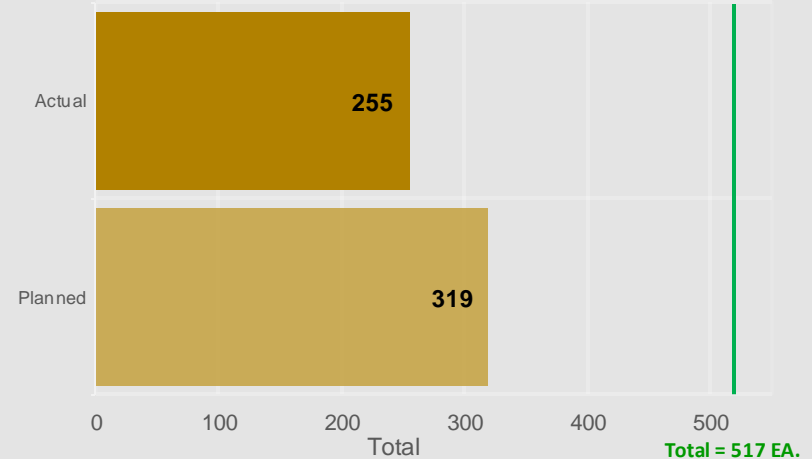
### Bridge Drilled Shafts



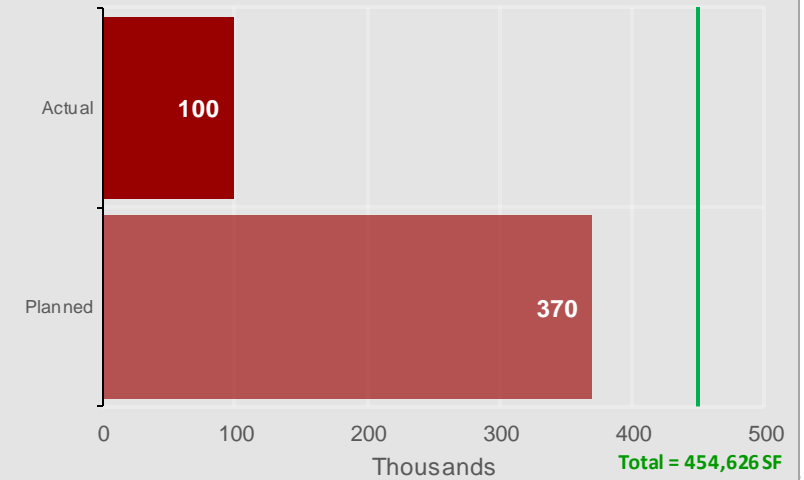
### Bridge Columns



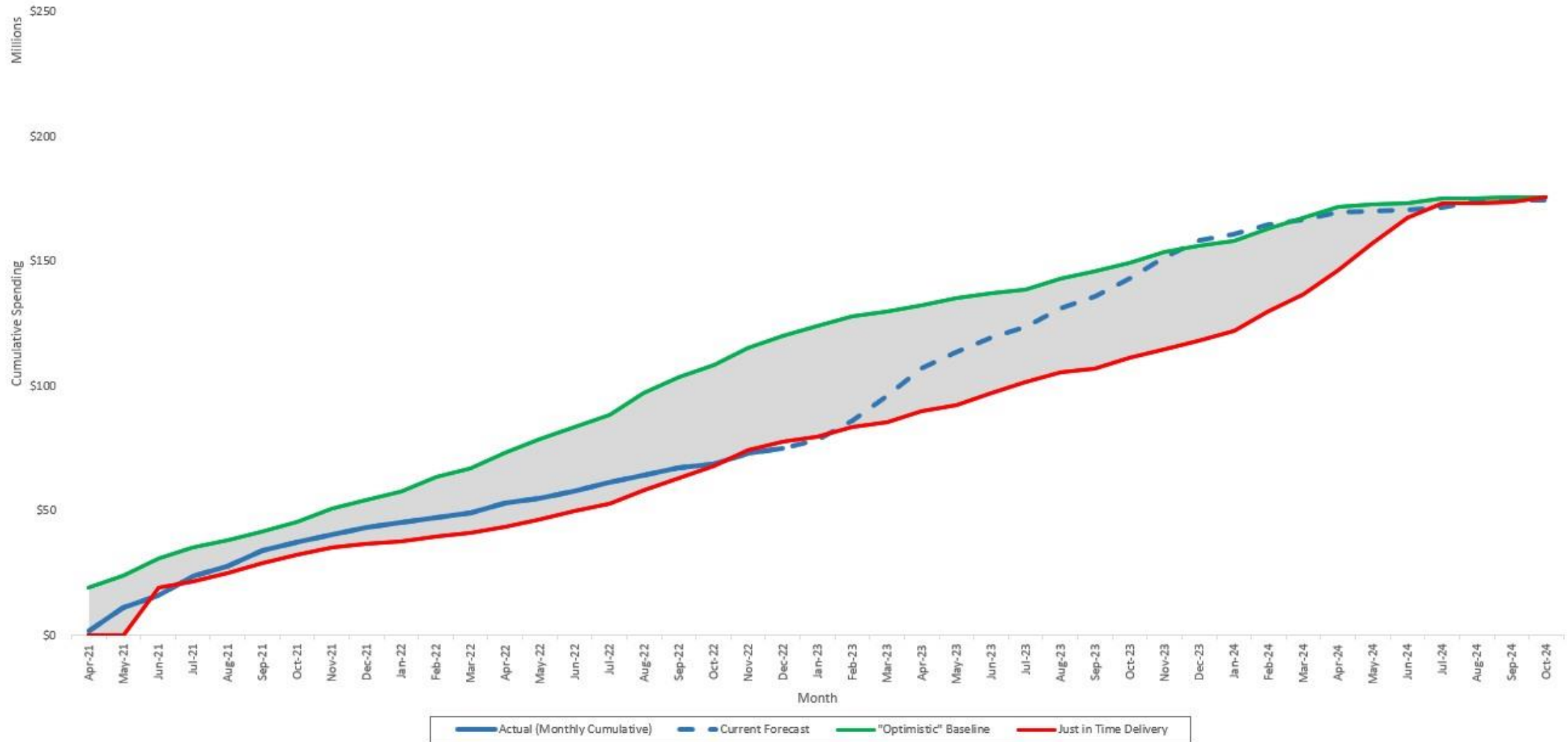
### Beams



### Retaining Walls



# CONTRACT METRICS



# ONGOING PUBLIC OUTREACH

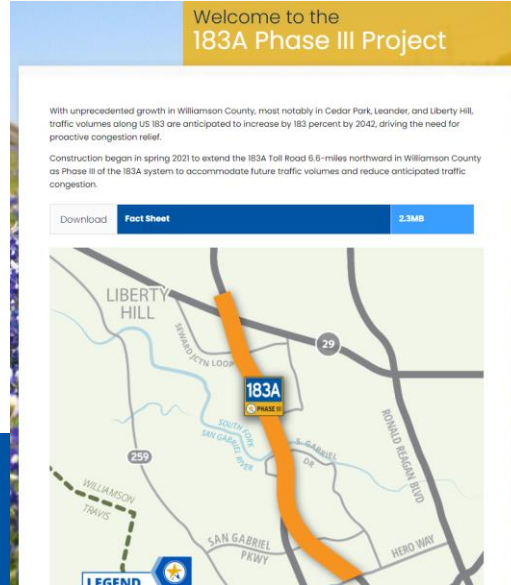


**Project  
Newsletter  
Quarterly**

**Project  
Website  
183A.com**

**Twitter  
@183AToll**

**Stakeholder  
Communication  
Continuous**



**522**  
Subscribers



**2.3K**  
Q3 Traffic



**158**  
Followers



Ex. Upcoming  
Good Neighbor  
events



# **AGENDA**

## **ITEM #9A-D**

---

Mike Sexton, P.E.

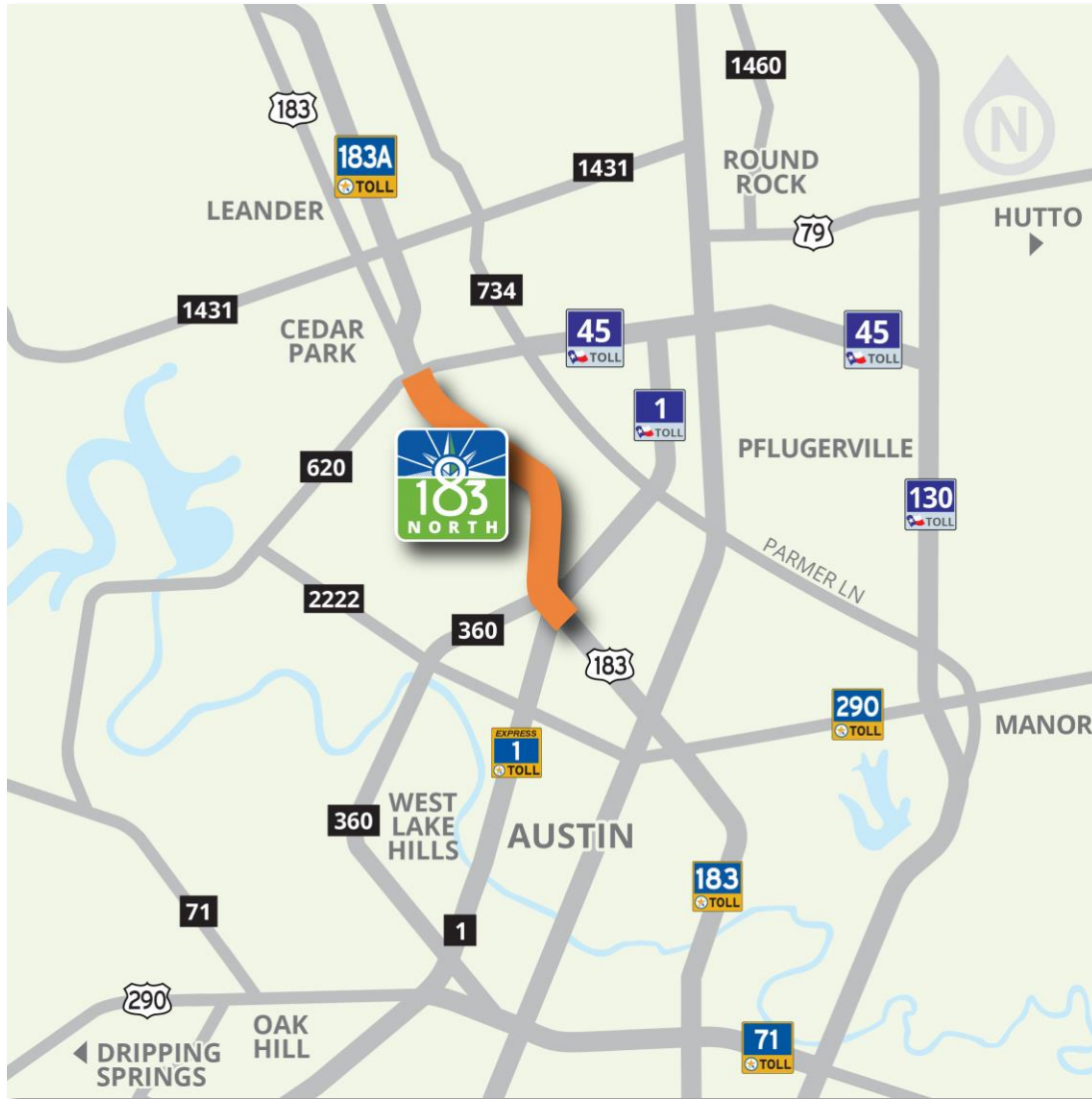
Acting Director of Engineering

## **Quarterly Project Updates**

- A. 183A Phase III Project
- B. 183 North Mobility Project
- C. MoPac Cemetery  
Tree Planting Project
- D. Barton Skyway Ramp Relief  
Project



# 183 NORTH MOBILITY PROJECT



- **Project Description:** 9-mile Express Lane Project along US 183; GP Lane improvements; DCs at MoPac
- **Limits:** SH 45 to MoPac
- **Total Project Cost:** \$612M
- **Design/Build Cost:** \$492.1M
- **Notice to Proceed:** NTP1 Issued 4/15/2021; NTP2/3 issued 6/28/2021
- **Open to Tolling:** Early 2026

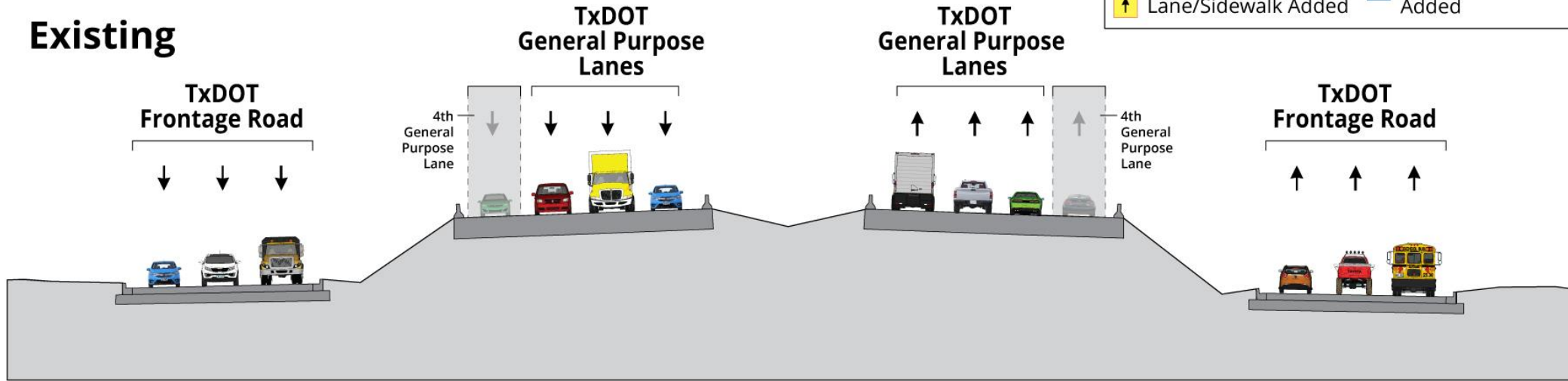
# 183 NORTH MOBILITY PROJECT



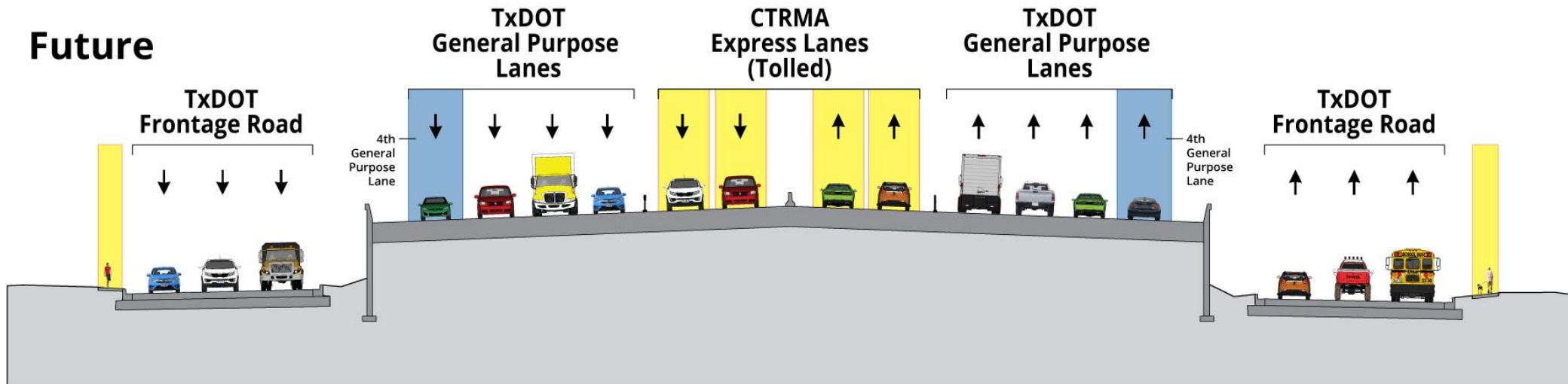
## Legend

- ↑ Northbound Lane
- ↓ Southbound Lane
- ↑ Lane/Sidewalk Added
- ↑ Discontinuous Lane
- ↑ Continuous Lane Added

## Existing



## Future



# PROJECT FINANCIALS



|   |           |                         |
|---|-----------|-------------------------|
| <b>Original Contract Amount:</b>                    | <b>\$</b> | <b>477,149,654.00</b>   |
| Authorized Changes (Change Order and Amendments)    |           |                         |
| Previous Periods:                                   | \$        | 14,742,133.32           |
| This Period:  | \$        | 185,514.53              |
| <b>Current Authorized Contract Amount:</b>          | <b>\$</b> | <b>492,077,301.85</b>   |
| Draw Requests 1 – 17 (Apr. 2021 through Aug 2022)   | \$        | (110,532,102.58)        |
| Draw Request 18 (Sep. 2022)                         | \$        | (4,724,235.86)          |
| Draw Request 19 (Oct. 2022)                         | \$        | (5,210,258.07)          |
| Draw Request 20 (Nov. 2022)                         | \$        | (4,433,363.95)          |
|   |           |                         |
| <b>Total Amount Earned to Date:</b>                 | <b>\$</b> | <b>(124,899,960.46)</b> |
| Amount remaining for work to be completed:          | \$        | 367,177,341.39          |
| Total Percent of Budget Expended through Nov. 2022: |           | 25.4%                   |

# PROJECT STATUS



- Current Project Status:
  - » Contract Time Started 4/15/2021
  - » Overall Project Time elapsed is 38.8% through November 2022
- Design Status:
  - » Substantially Completed – Design is no longer on the critical path

# PROJECT STATUS



- **Permitting:**
  - » **All WPAP permits have been approved by TCEQ**
- **PBS-3 Schedule Updates:**
  - » **Maximum Early Completion Incentive is \$10,000,000 (\$50,000/day up to 200 days)**
  - » **Latest schedule update shows GHC will achieve Substantial Completion 47 days early**
  - » **GHC Completion Date: 4/26/2025**
  - » **Contractual Substantial Completion: 6/12/25**

# CONSTRUCTION ACTIVITIES



- Construction Activities continue over the next quarter:
  - » Continued installation of high mast lighting
  - » Continued diamond grinding of General Purpose Lanes
  - » Bridge substructure work (drilled shafts, columns, caps)
  - » Median earthwork and storm drain reroutes (to facilitate the eventual pavement widening for the express lanes)
  - » Median paving
  - » Utility Adjustments

# CONSTRUCTION ACTIVITIES: MEDIAN WORK (BRAKER)



January 2022

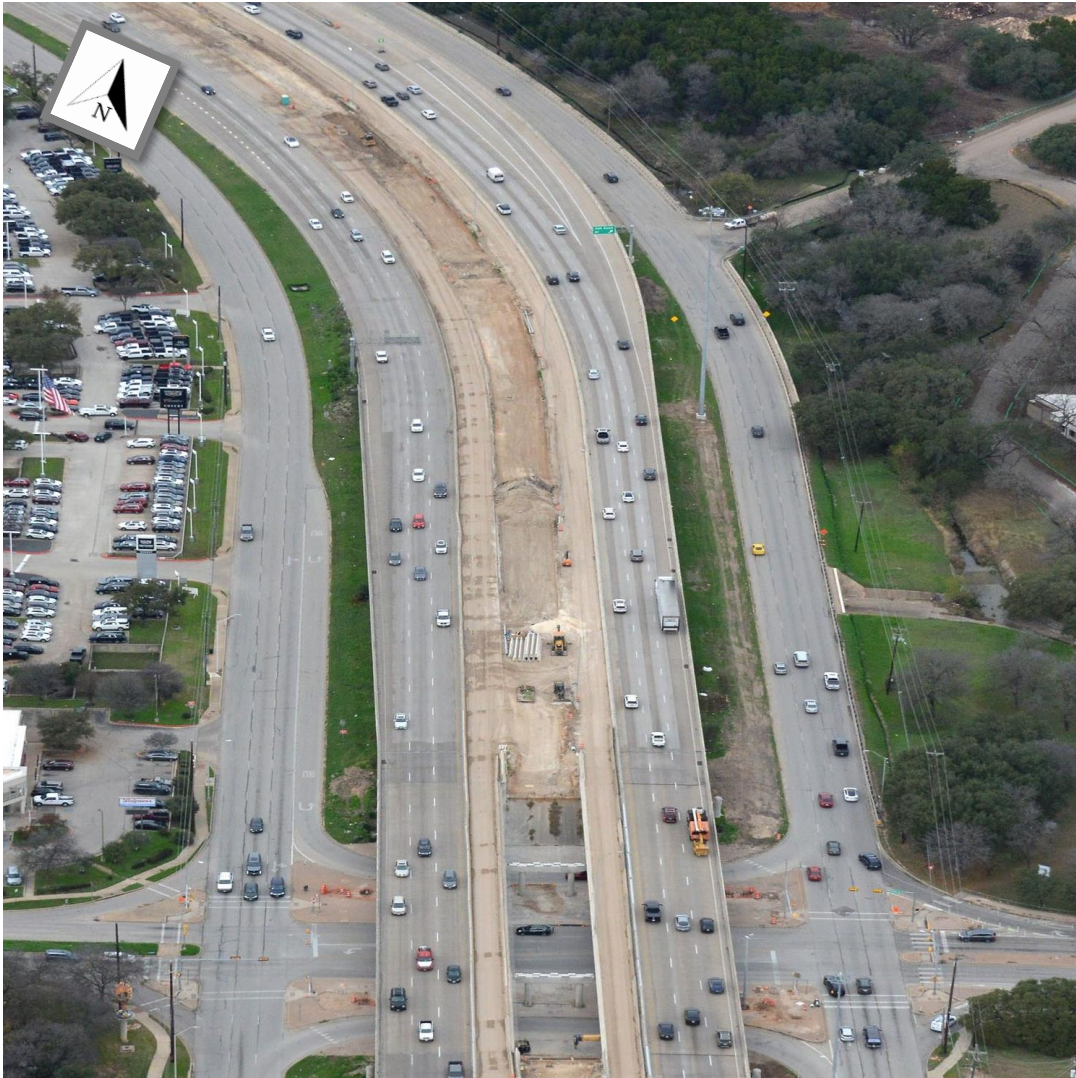


December 2022

# CONSTRUCTION ACTIVITIES: MEDIAN WORK (DUVAL)



January 2022



December 2022



# CONSTRUCTION ACTIVITIES: DECEMBER 2022



### DUVAL OVERHANG DEMO



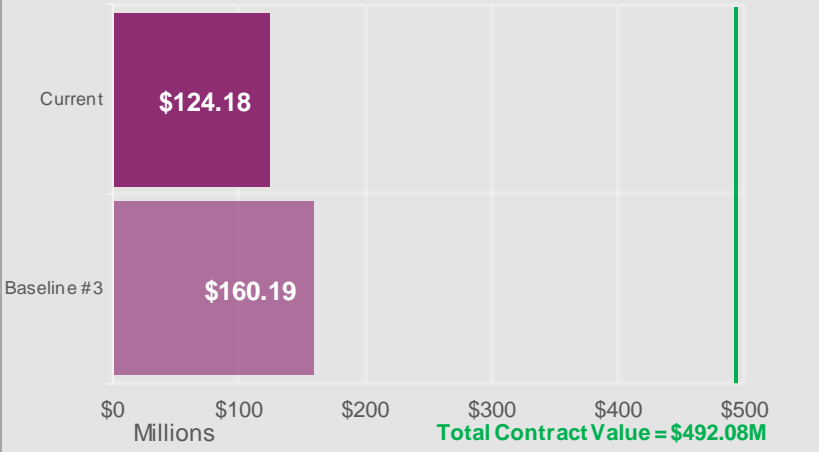
### MCNEIL BRIDGE CAP



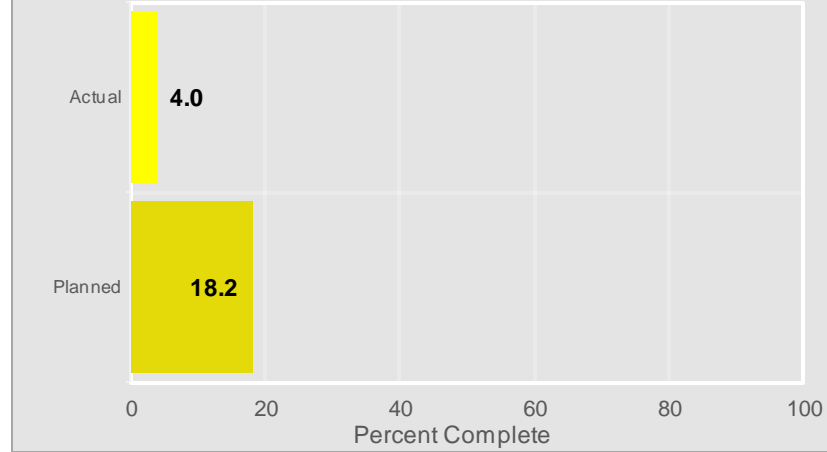
# Contract Metrics



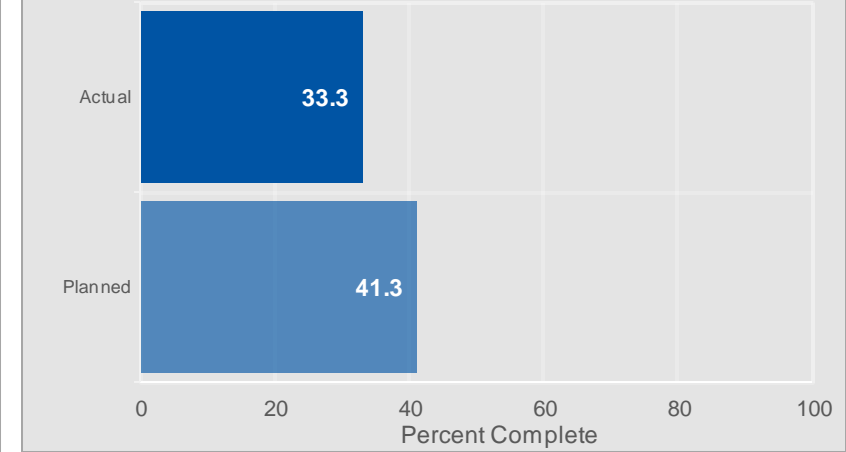
## Construction Financials



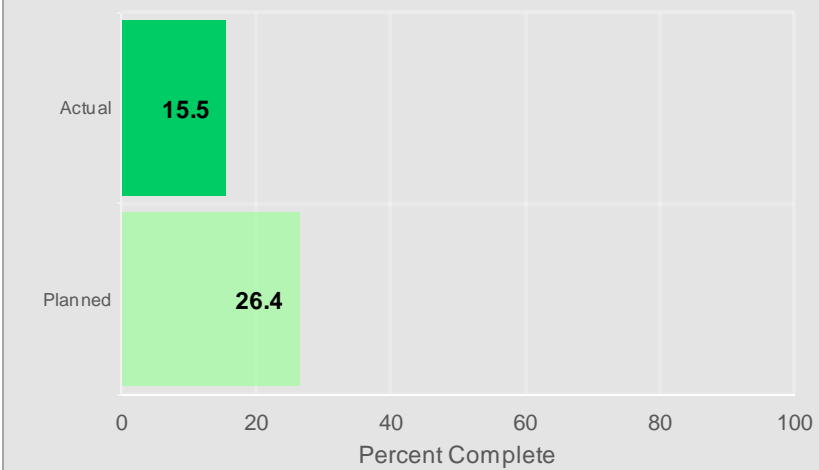
## Earthwork



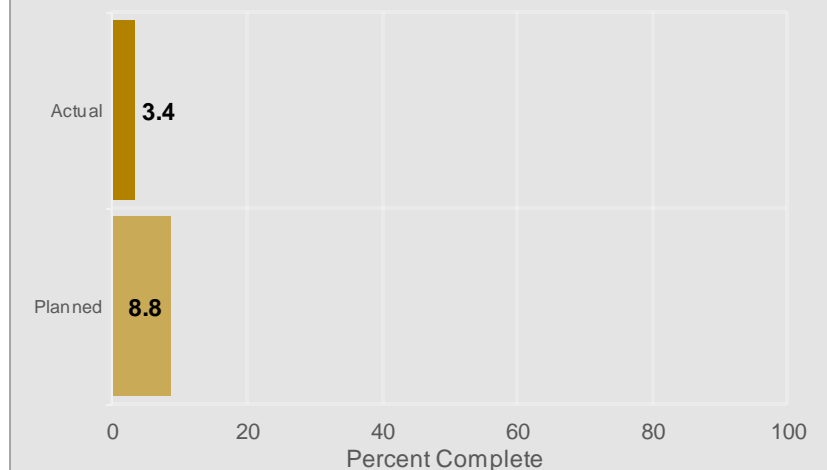
## Drilled Shafts



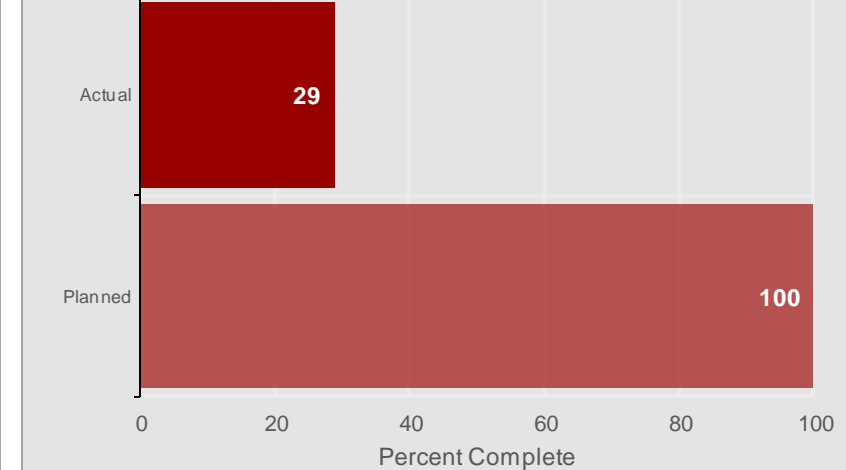
## Bridge Columns



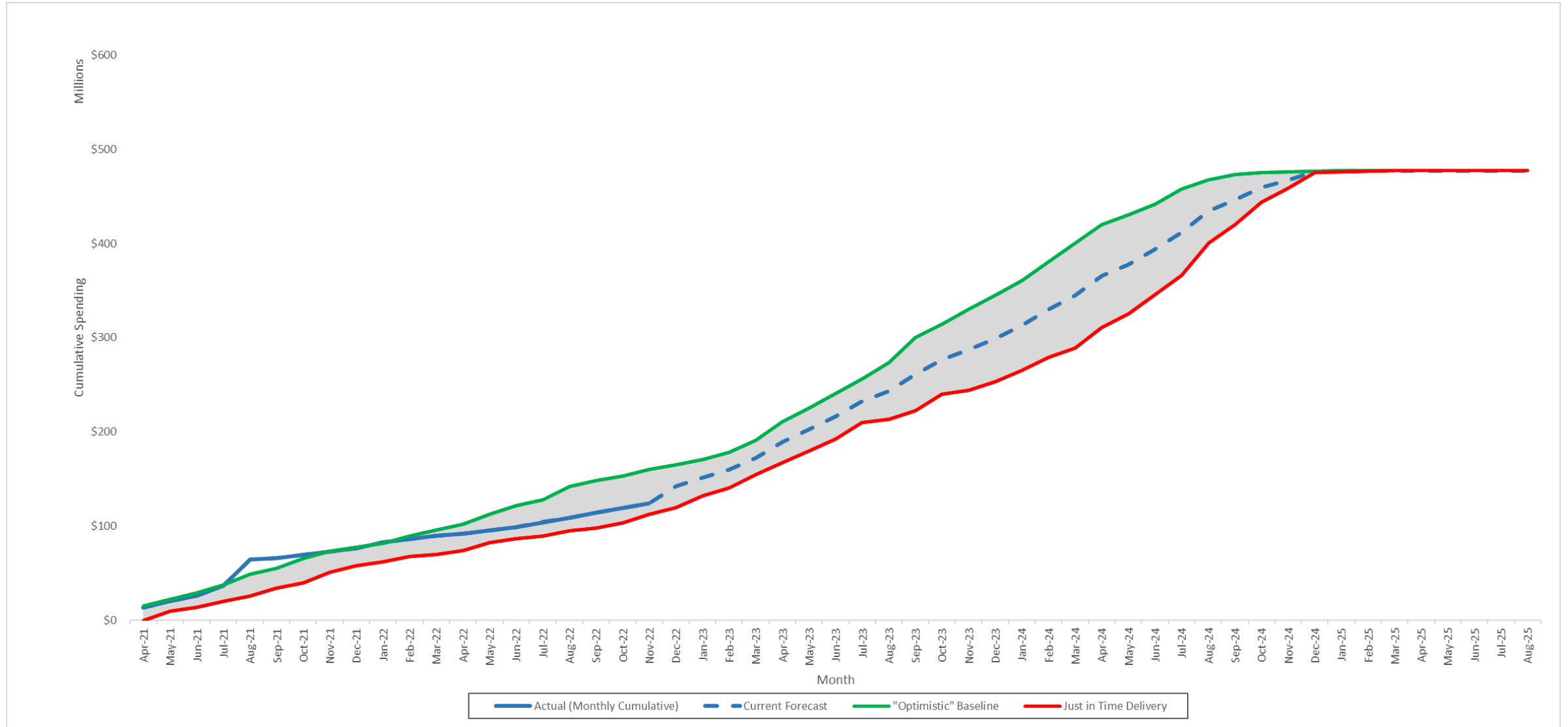
## Bridge Caps



## High Mast Lighting



# CASH FLOW CURVE



# IN THE COMMUNITY



## Halloween Pumpkin Carving Contest | October

Hosted a pumpkin carving contest for the community.



## Balcones Village/ Spicewood HOA Social Hour | Nov. 3rd

Hosted a table at the annual neighborhood meeting for members of the Balcones Village/ Spicewood homeowners' association.



## Thanksgiving Pies Giveaway | November

Provided pies and project information to the healthcare staff of Ascension Seton during Thanksgiving.

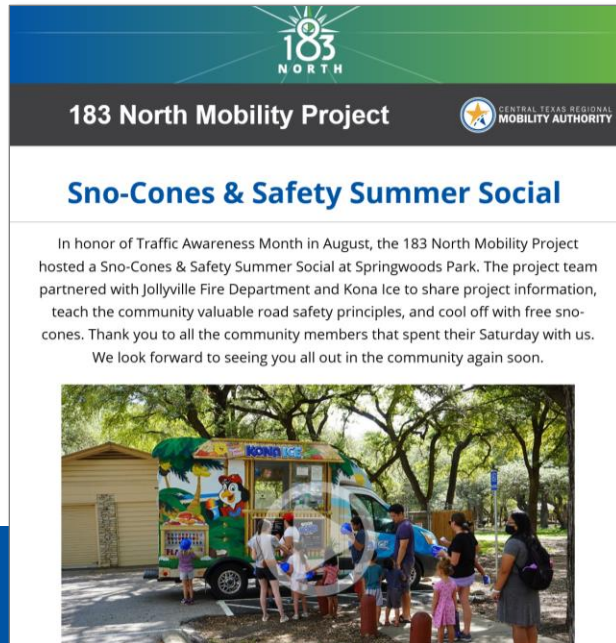
## PI Team Volunteer Day | December

Volunteered at The Charlie Center, a homeless hospitality and navigation center along the corridor.

# ONGOING PUBLIC OUTREACH

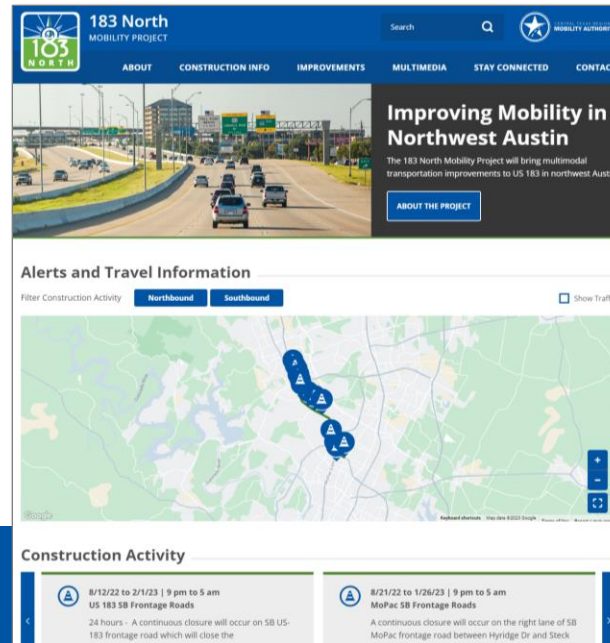


## Project Newsletter Quarterly



**2,731**  
Subscribers

## Project Website 183North.com



**5,266**  
Q4 Traffic

## Twitter @183North



**537**  
Followers



# **AGENDA**

## **ITEM #9A-D**

---

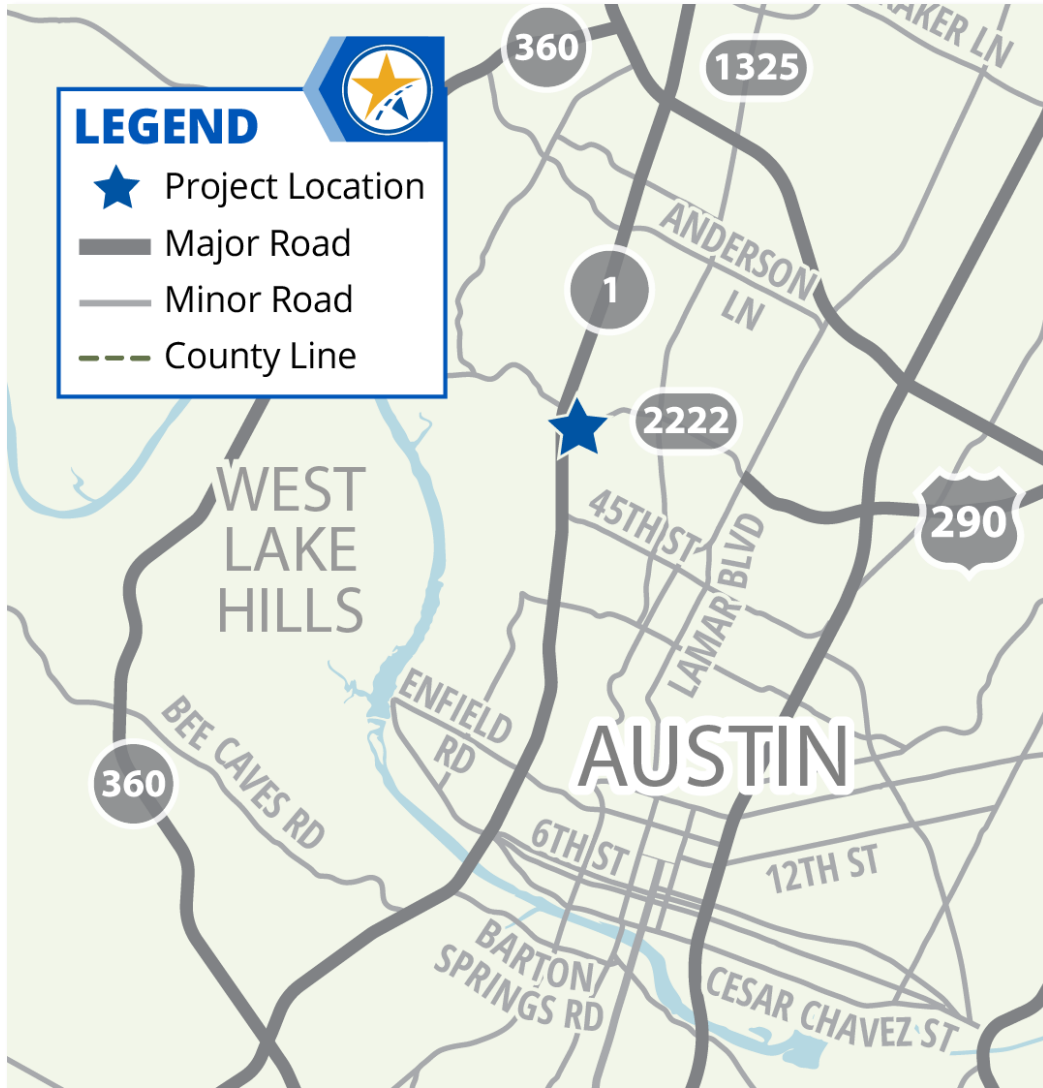
Mike Sexton, P.E.

Acting Director of Engineering

## **Quarterly Project Updates**

- A. 183A Phase III Project
- B. 183 North Mobility Project
- C. **MoPac Cemetery  
Tree Planting Project**
- D. Barton Skyway Ramp Relief Project

# LANDSCAPING AT MEMORIAL PARK CEMETERY



- **Project Description:** Tree Planting and Irrigation System Installation at Austin's Memorial Park Cemetery
- **Limits:** Loop 1 (MoPac) from RM 2222 to Hancock Drive
- **Total Project Cost:** \$588,000
- **Construction Cost:** \$333,935
- **Notice to Proceed:** 01/04/2023
- **Est. Completion:** Early March

# LANDSCAPING AT MEMORIAL PARK CEMETERY



- Current Project Status:
  - » Work to begin 01/30/2023
- Upcoming Work:
  - » Tree Planting
  - » Irrigation System Installation
- Public Outreach:
  - » Ongoing communication with Cemetery, COA, neighboring properties





# **AGENDA**

## **ITEM #9A-D**

---

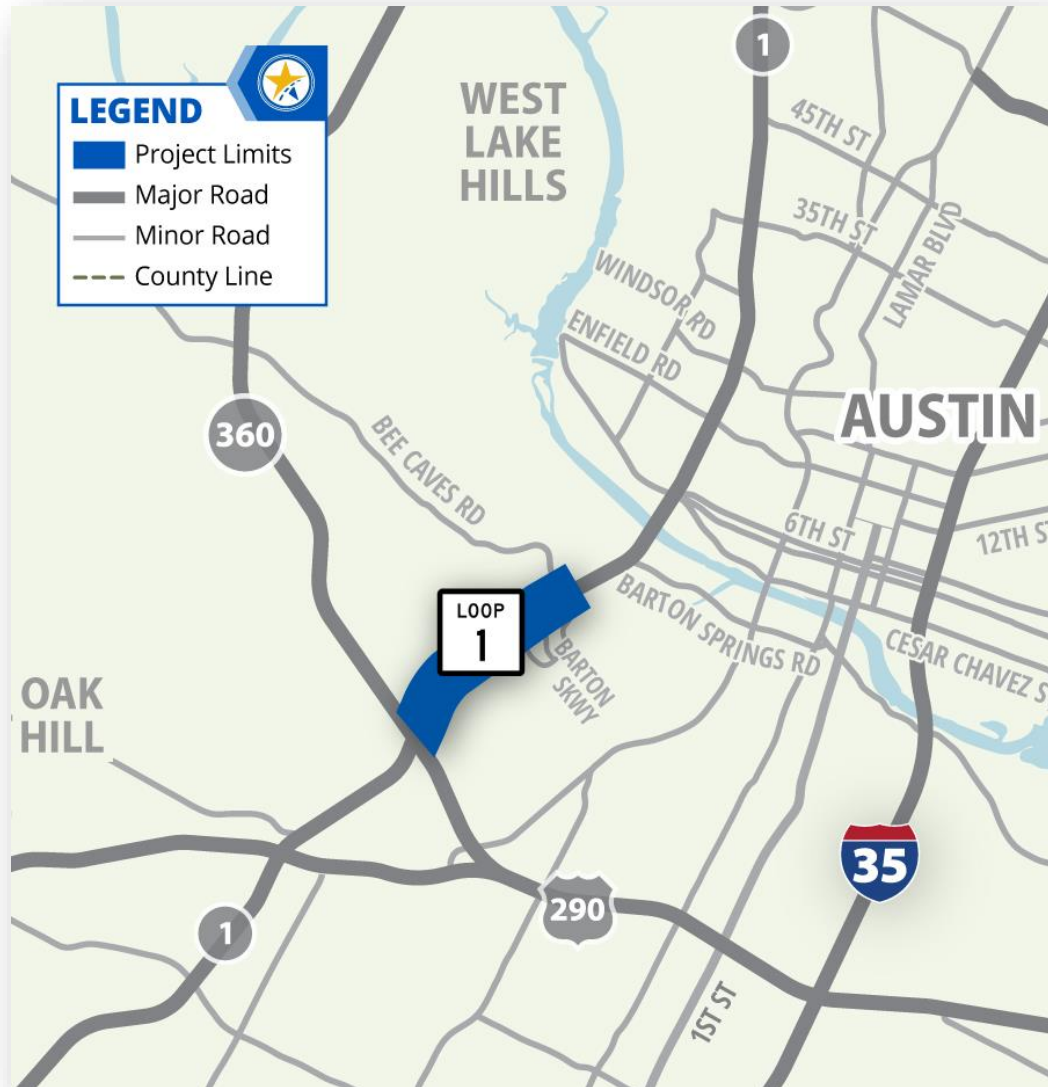
Mike Sexton, P.E.

Acting Director of Engineering

## **Quarterly Project Updates**

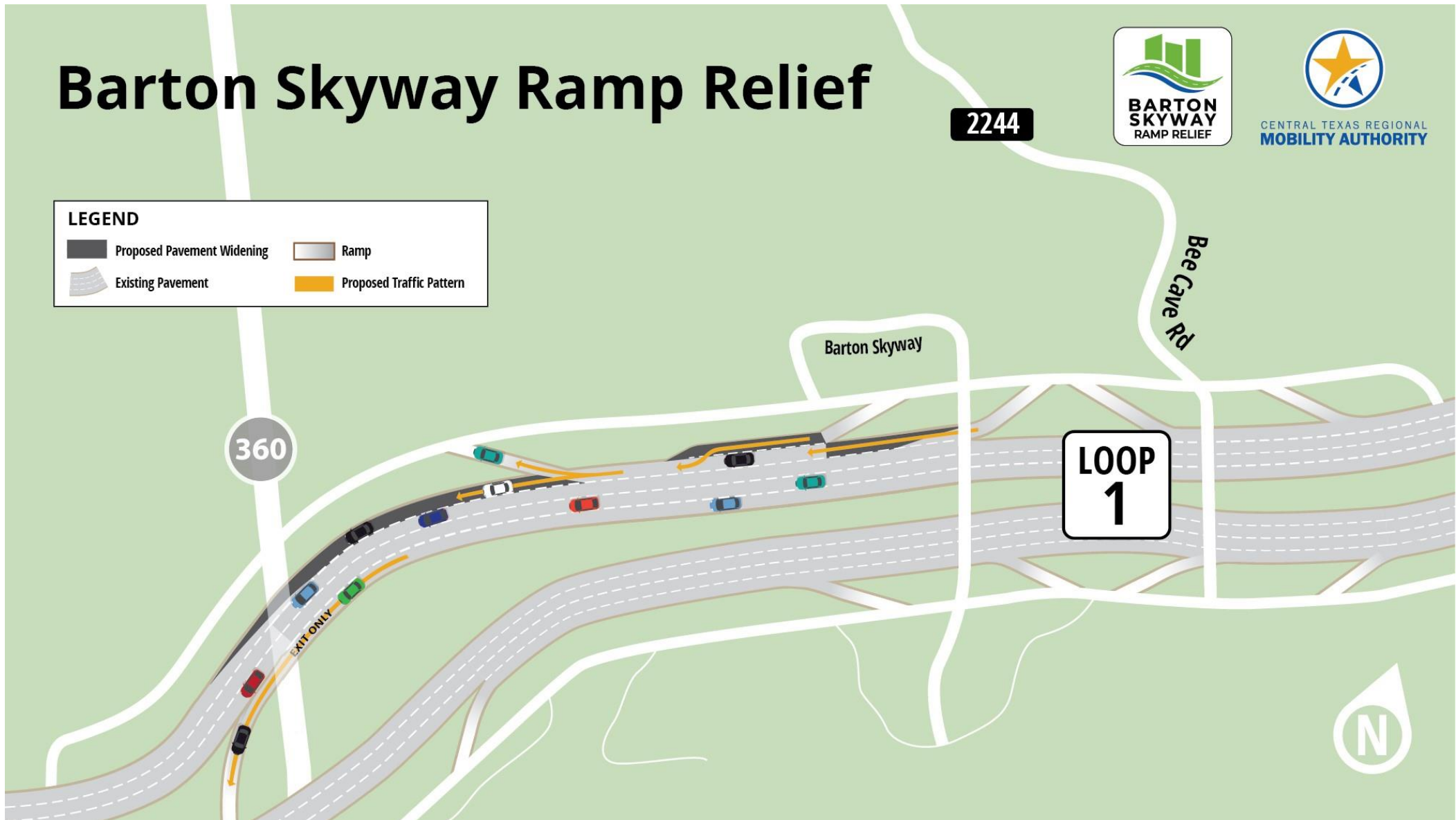
- A. 183A Phase III Project
- B. 183 North Mobility Project
- C. MoPac Cemetery  
Tree Planting Project
- D. Barton Skyway Ramp Relief  
Project**

# BARTON SKYWAY RAMP RELIEF



- **Project Description:** Pavement widening for auxiliary and merge lanes along southbound MoPac
- **Limits:** From Barton Skyway to Loop 360
- **Total Project Cost:** \$10.1M
- **Construction Cost:** \$6.9M
- **Limited Notice to Proceed:** 10/17/2022
- **Est. Completion:** Early 2024

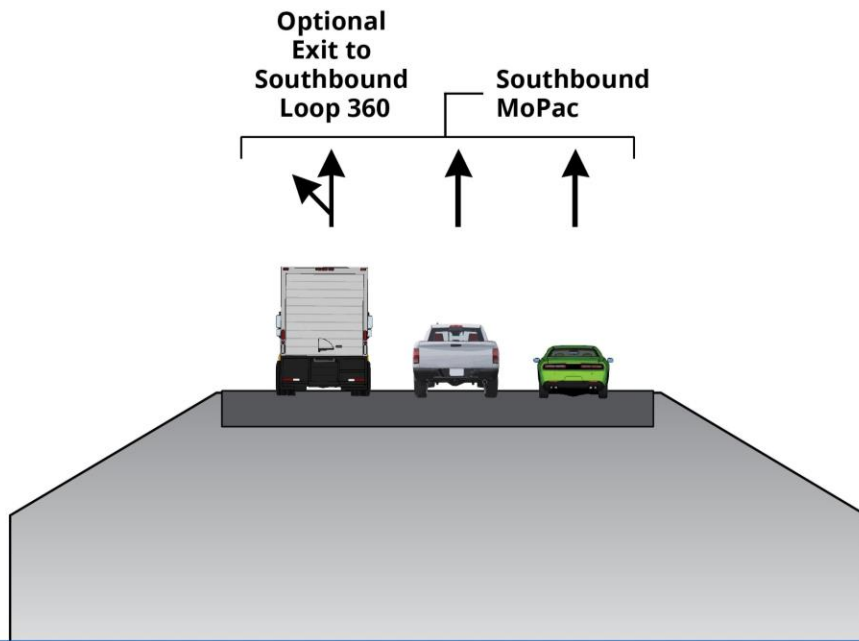
# BARTON SKYWAY RAMP RELIEF



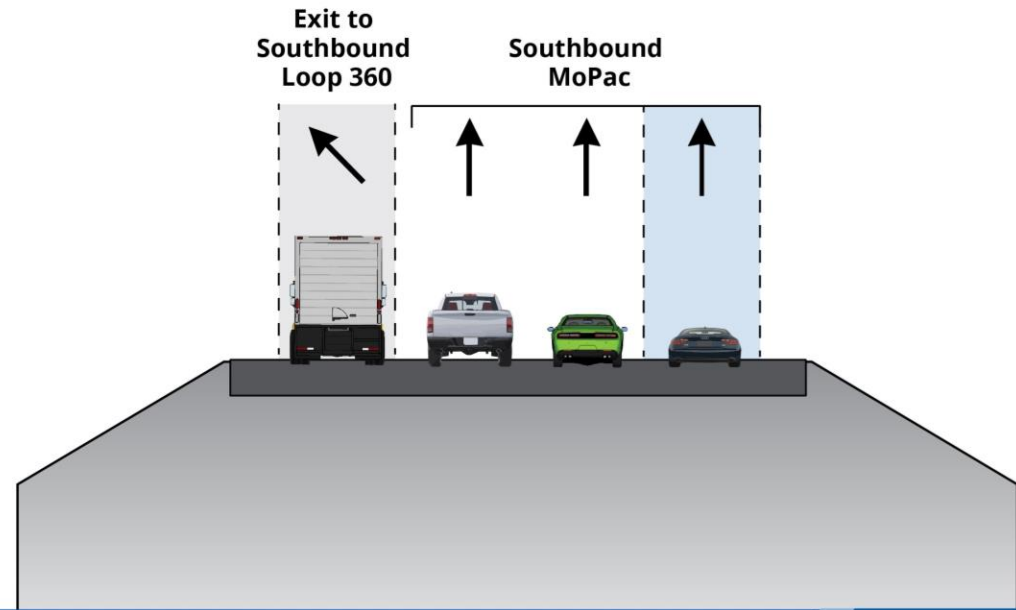
# BARTON SKYWAY RAMP RELIEF



## EXISTING



## PROPOSED



## LEGEND

↑ Southbound Lane

↘ Exit Ramp



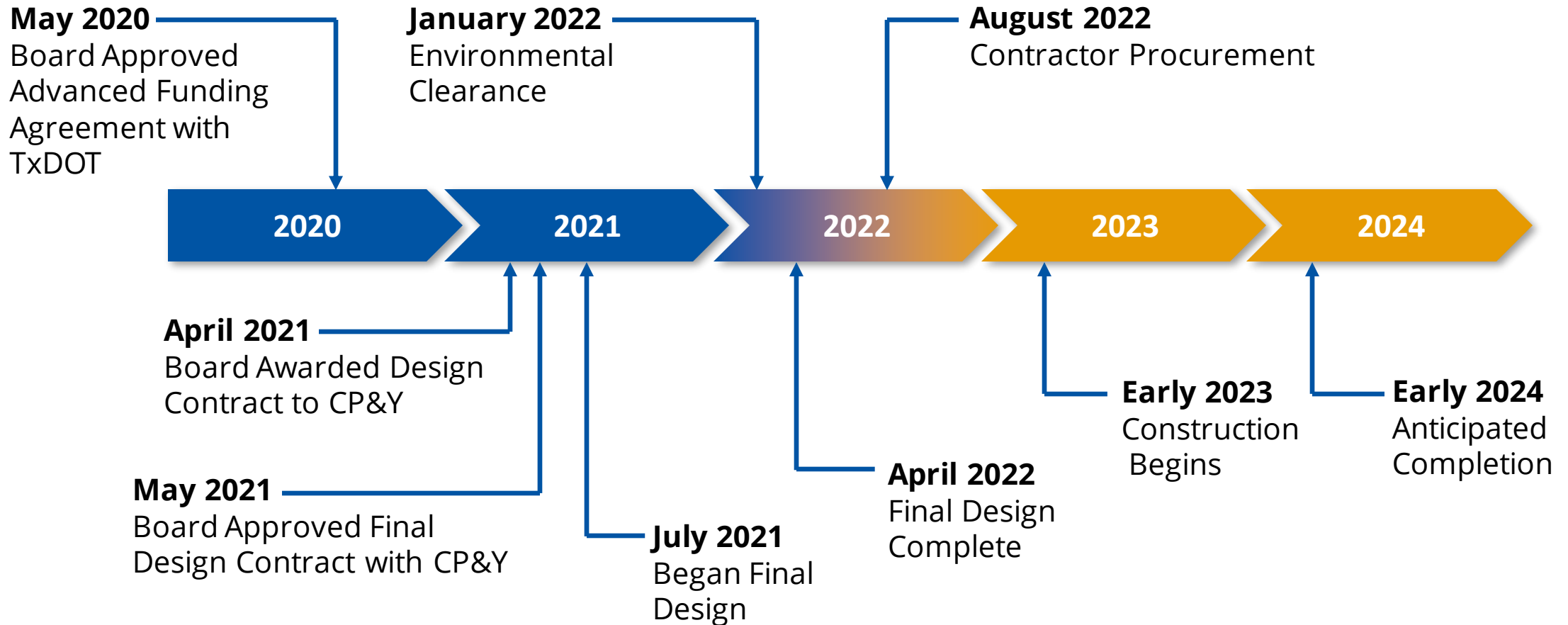
Exit Only Lane



New Pavement



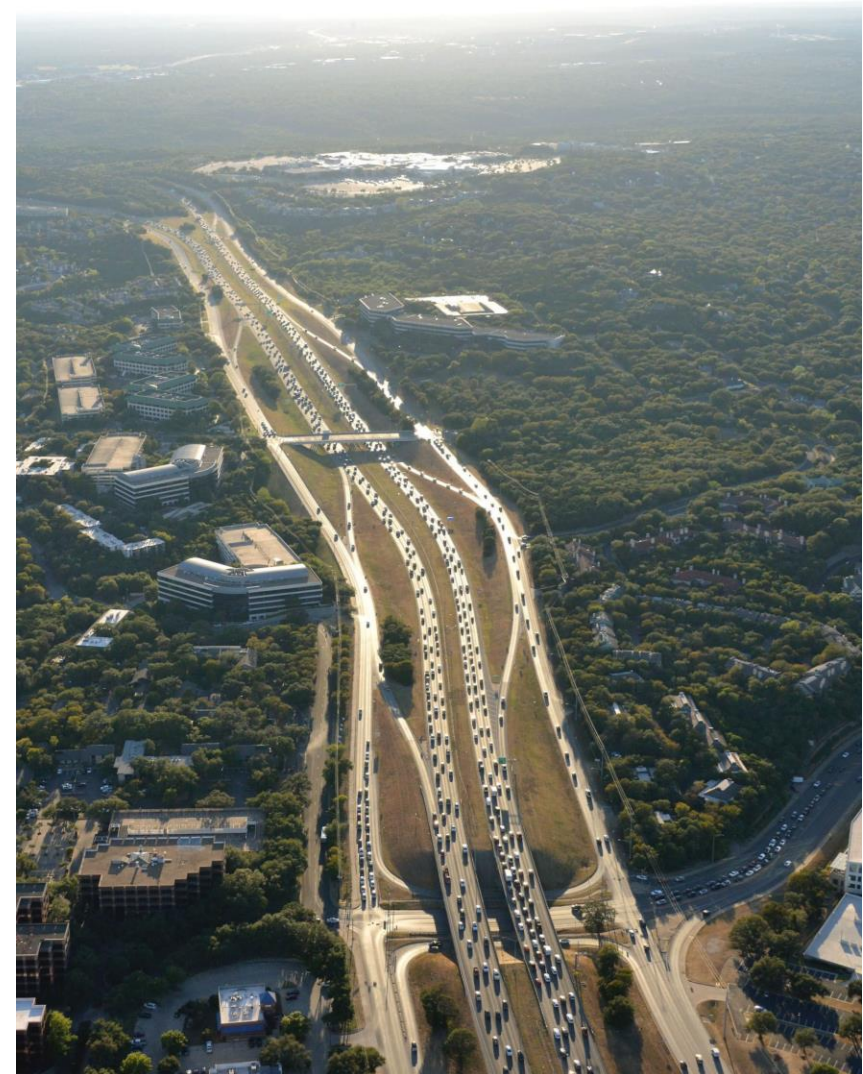
# BARTON SKYWAY RAMP RELIEF TIMELINE



# BARTON SKYWAY RAMP RELIEF STATUS



- Current Project Status:
  - » On-Site work to Begin 01/31/2023
- Work Underway:
  - » Shop Drawing Reviews
  - » Submittal Reviews
  - » Material Acquisitions
- Public Outreach:
  - » Construction notice sent to elected officials, neighboring property owners, businesses, etc.
  - » Project page on [MobilityAuthority.com](https://www.mobilityauthority.com)



# BARTON SKYWAY RAMP RELIEF



|   |           |                     |
|---|-----------|---------------------|
| <b>Original Contract Amount:</b>                    | <b>\$</b> | <b>6,903,147.18</b> |
| Authorized Changes (Change Order and Amendments)    |           |                     |
| Previous Periods:                                   | \$        | 0.00                |
| This Period:  | \$        | 0.00                |
| <b>Current Authorized Contract Amount:</b>          | <b>\$</b> | <b>6,903,147.18</b> |
| Draw Request 1 (Nov. 2022)                          | \$        | (13,962.00)         |
| Draw Request 2 (Dec. 2022)                          | \$        | (34,293.80)         |
|   |           |                     |
| <b>Total Amount Earned to Date:</b>                 | <b>\$</b> | <b>(48,255.80)</b>  |
| Amount remaining for work to be completed:          | \$        | 6,854,891.38        |
| Total Percent of Budget Expended through Dec. 2022: |           | 0.7%                |



# AGENDA

## ITEM #10A-D

---

James Bass  
Executive Director

## Executive Director Report

- A. Issuance of a request for qualifications for investment advisory services
- B. Briefing on tolling & billing processes
- C. Agency performance metrics
  - I. Roadway performance
  - II. Call center performance
- D. 88<sup>th</sup> Legislative Session Update





# AGENDA

## ITEM #10A-D

---

James Bass  
Executive Director

## Executive Director Report

- A. Issuance of a request for qualifications for investment advisory services
- B. Briefing on tolling & billing processes
- C. Agency performance metrics
  - I. Roadway performance
  - II. Call center performance
- D. 88<sup>th</sup> Legislative Session Update

# TOLL BILLING TOP 10

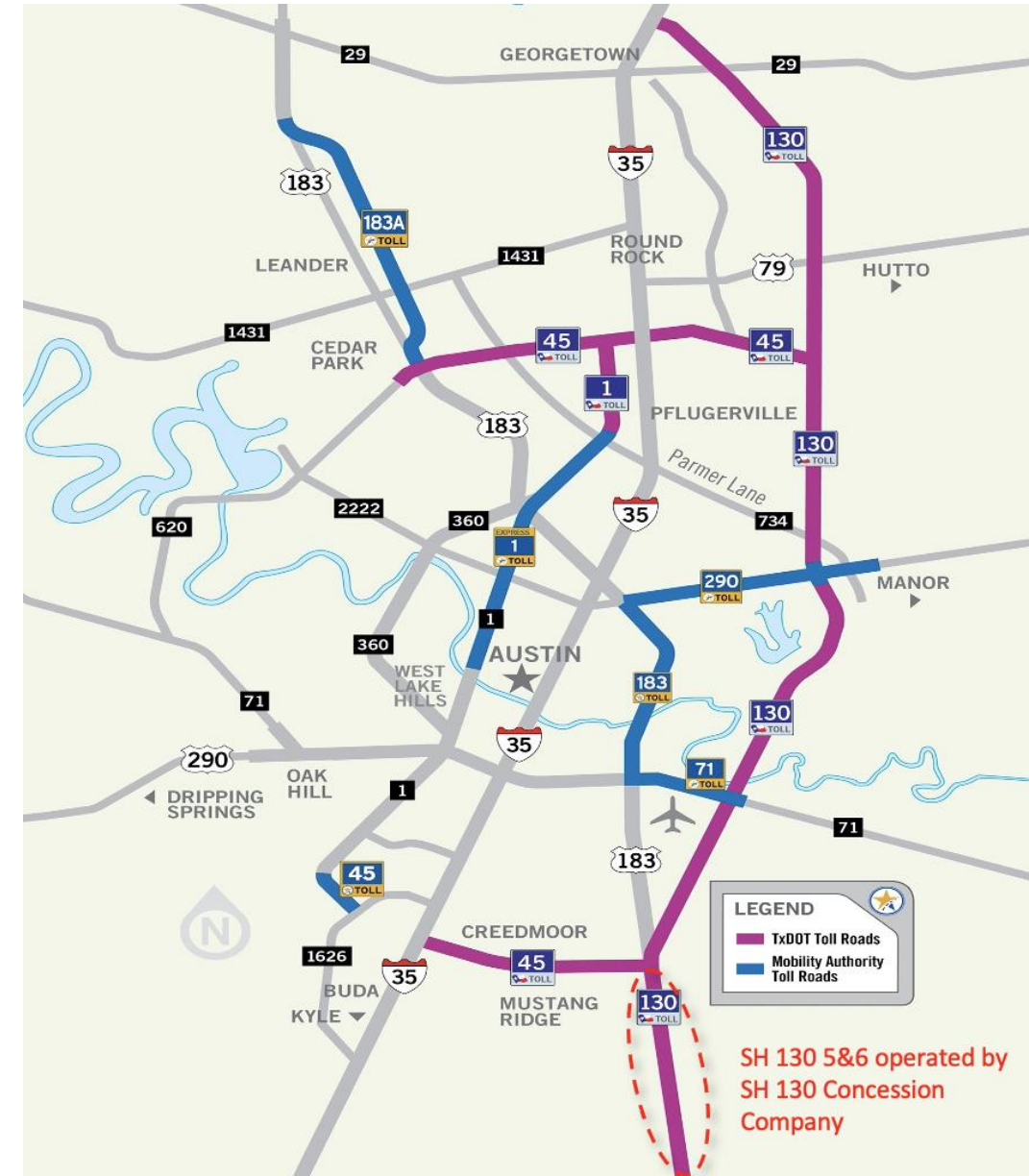


1. Not the only toll operator

# 1. NOT THE ONLY TOLL OPERATOR



» Central Texas has ten toll roads operated by **three different transportation entities**.



# TOLL BILLING TOP 10



1. Not the only toll operator
2. We're not TxTag
3. Getting an unexpected Pay By Mail bill
4. Getting a late notice, not a bill
5. Higher rates for Pay By Mail
6. Late Fees
7. We are TAGnostic
8. Options, options everywhere
9. Electronic tag account maintenance
10. We're always here to help



# AGENDA

## ITEM #10A-D

---

James Bass  
Executive Director

## Executive Director Report

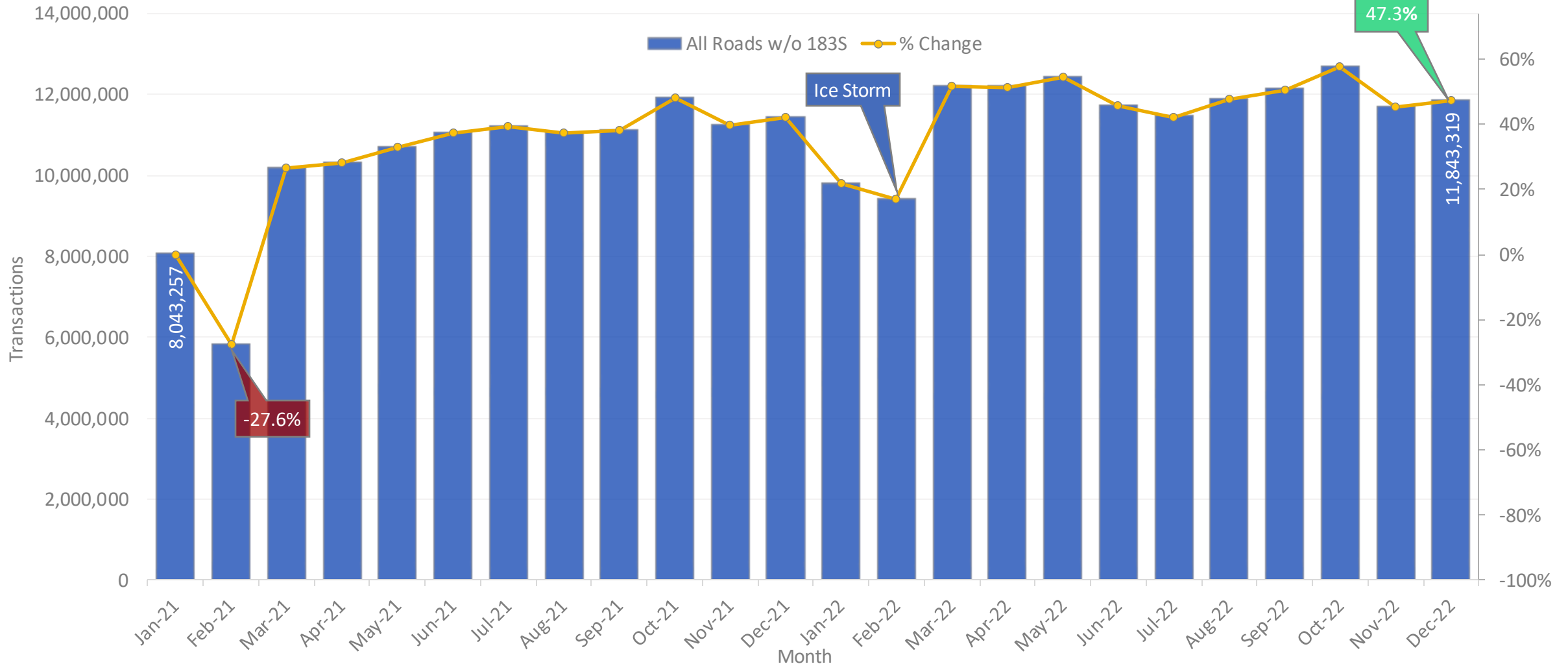
- A. Issuance of a request for qualifications for investment advisory services
- B. Briefing on tolling & billing processes
- C. Agency performance metrics
  - I. Roadway performance
  - II. Call center performance
- D. 88<sup>th</sup> Legislative Session Update

# Monthly Transaction Trend

(All Roads w/o 183 South)



Percent Change (Over Last 24 Months)

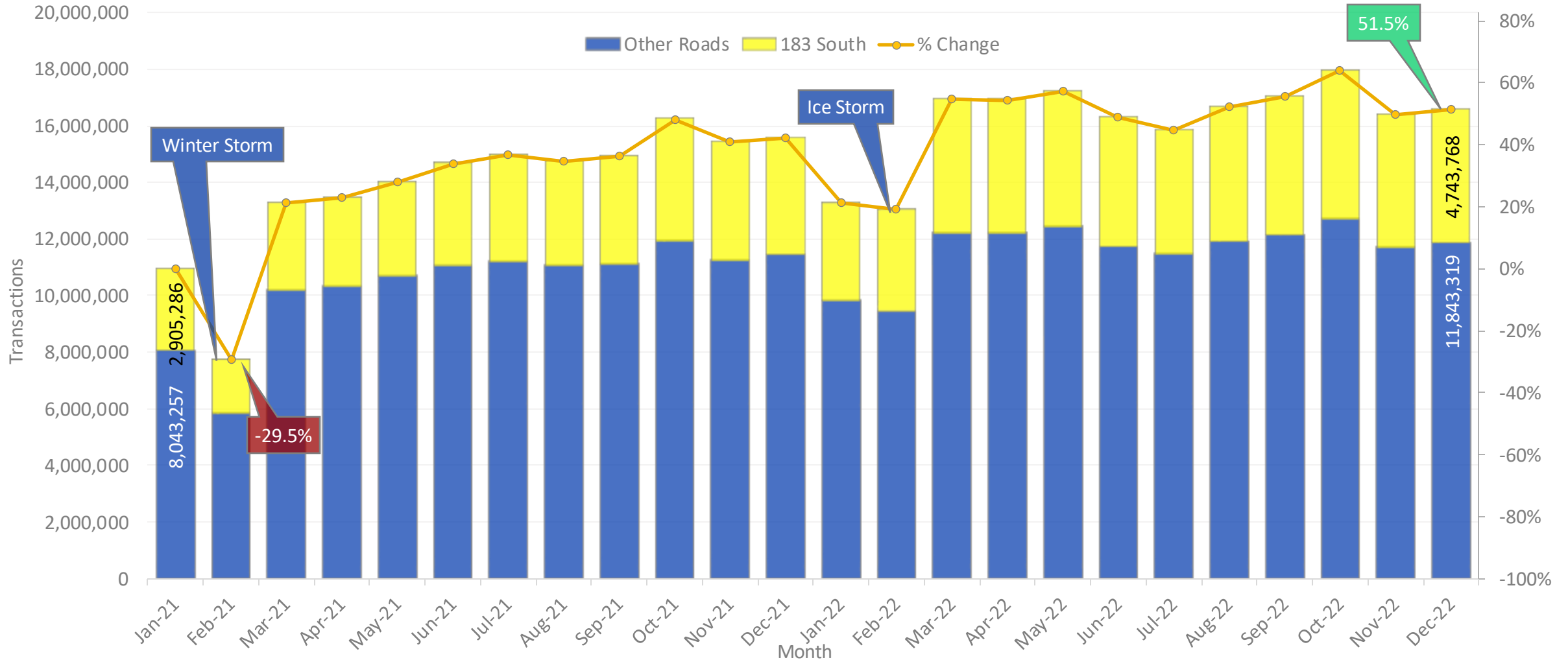


# Monthly Transaction Trend

## (All Roads)

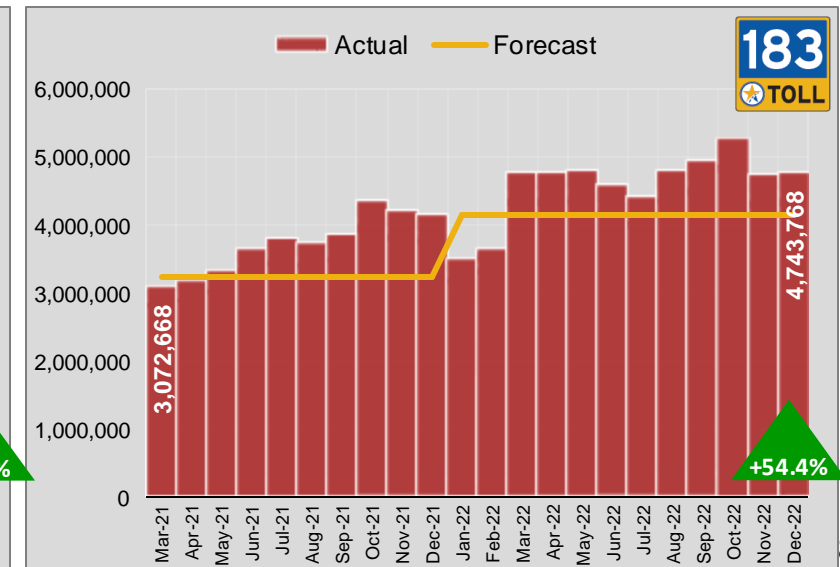
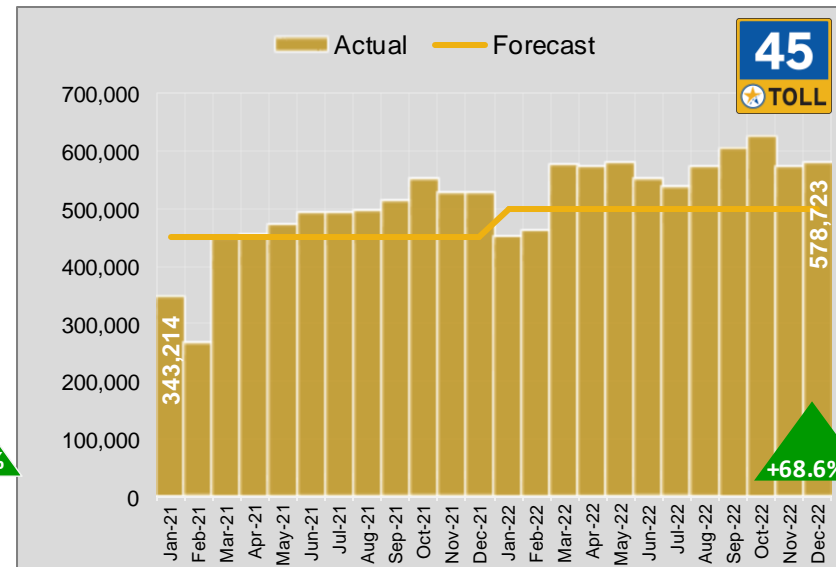
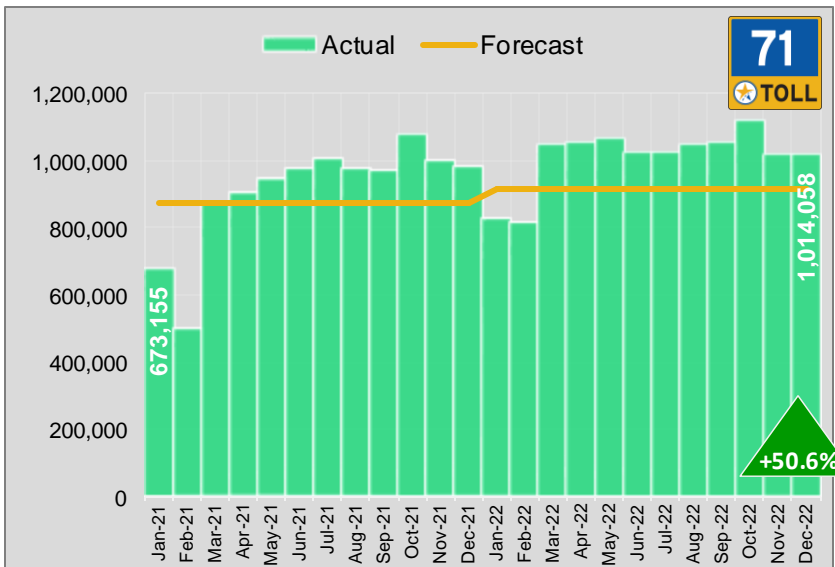
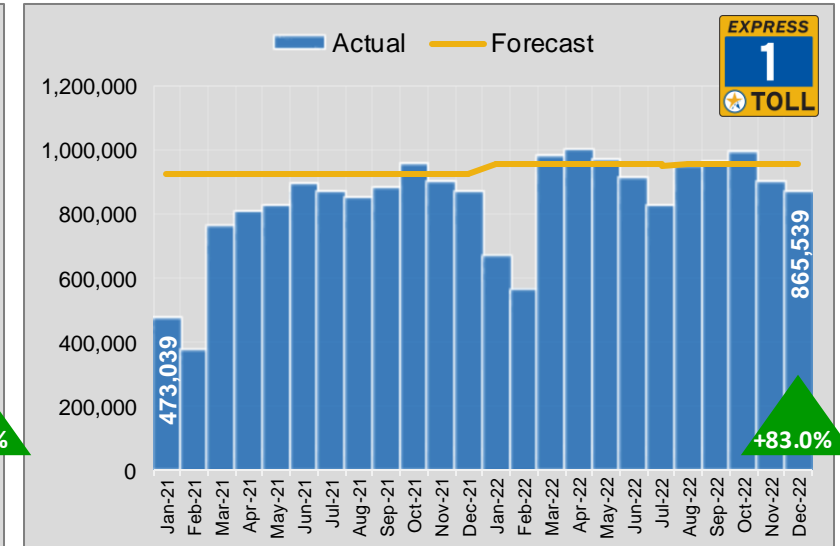
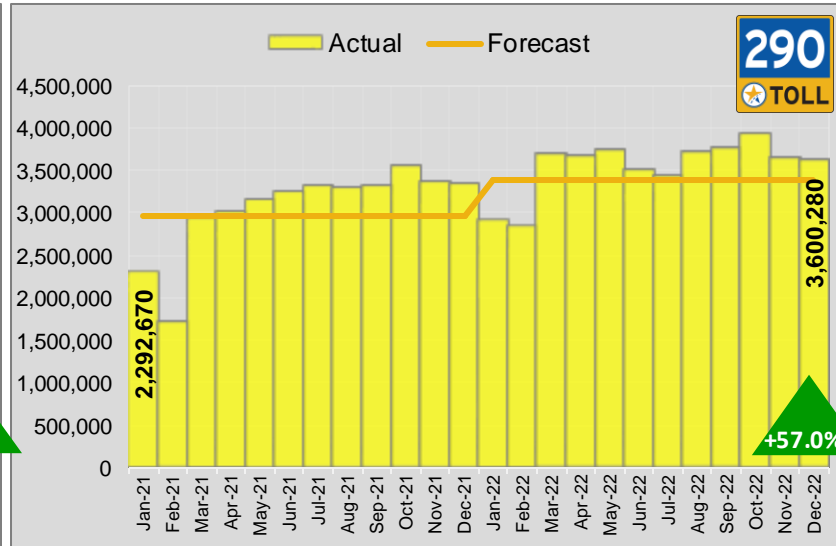
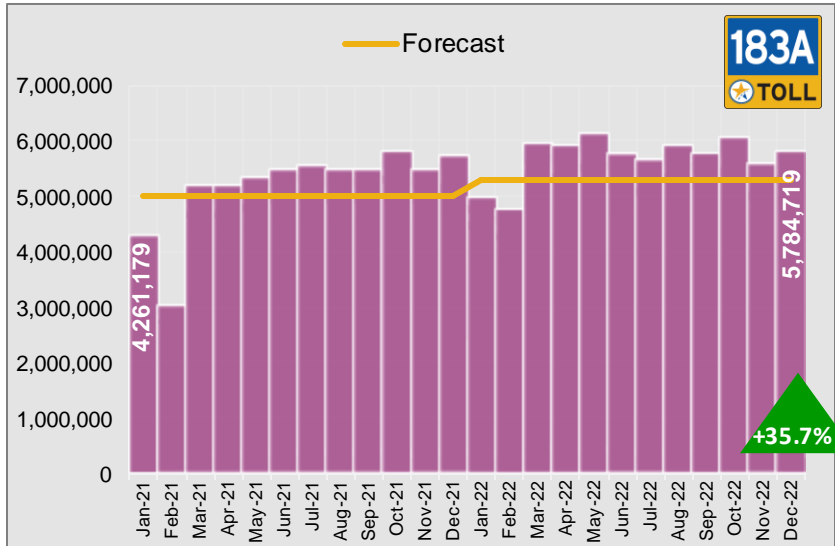


Percent Change (Over Last 24 Months)



# Monthly Transaction Trend by Roadway

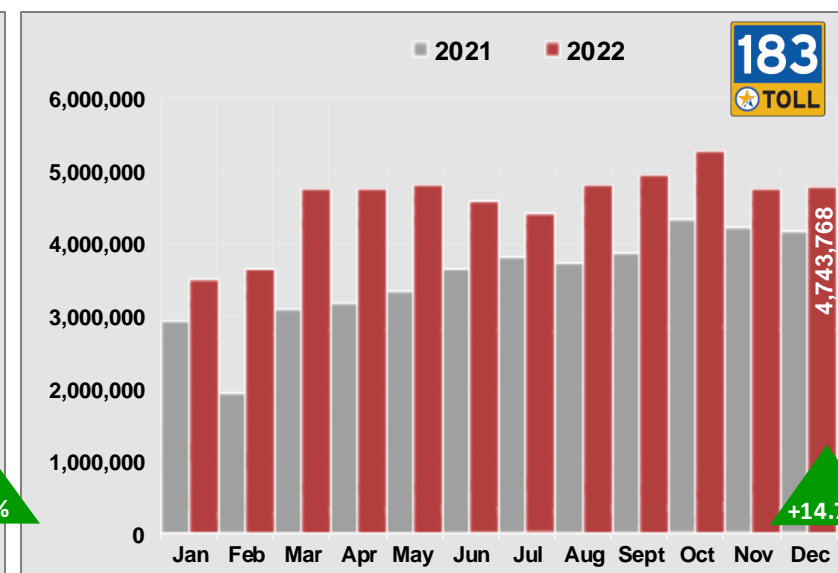
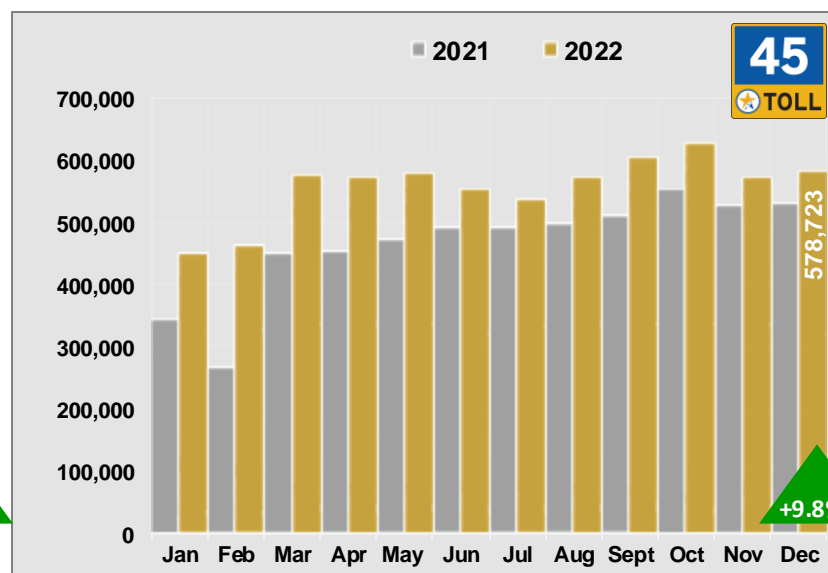
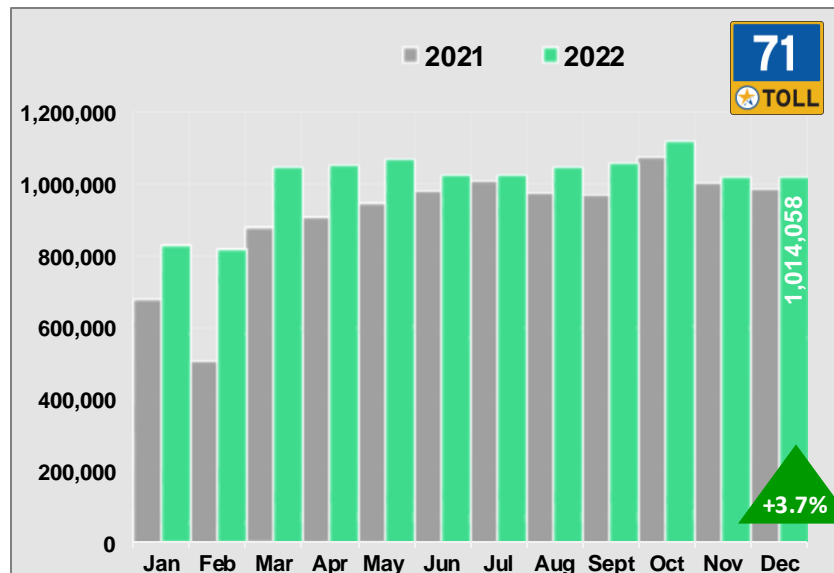
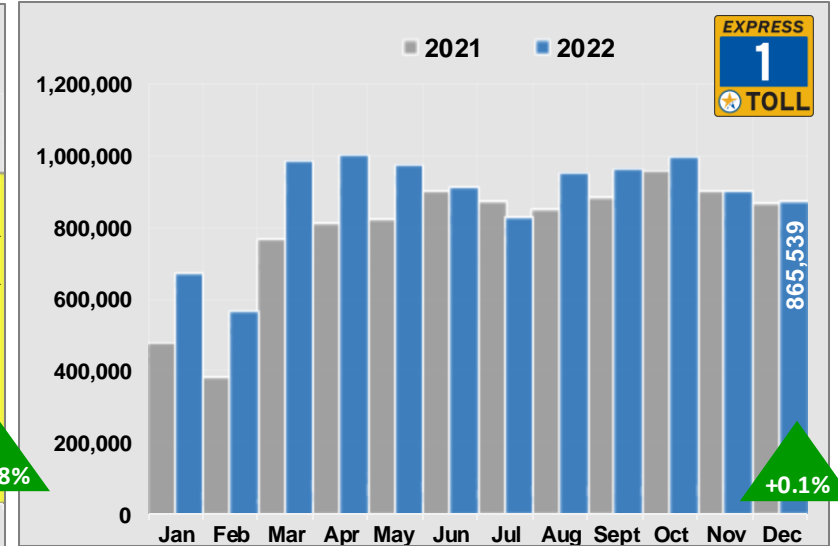
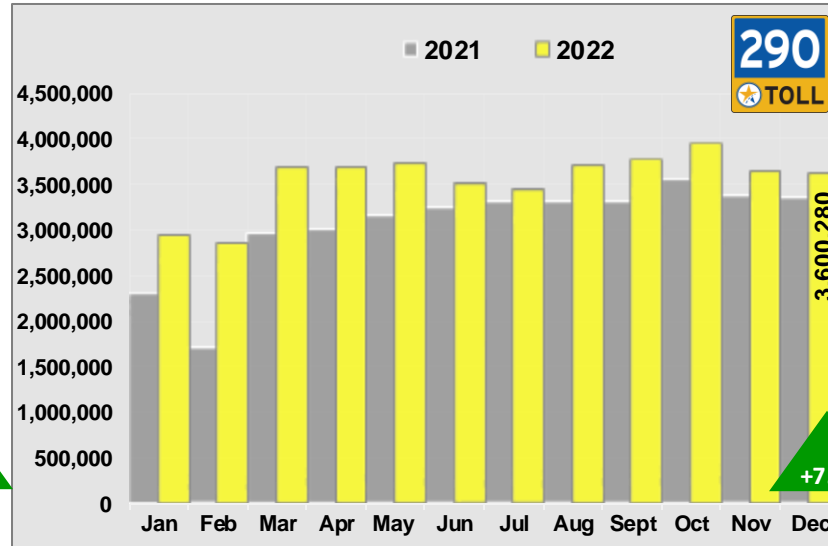
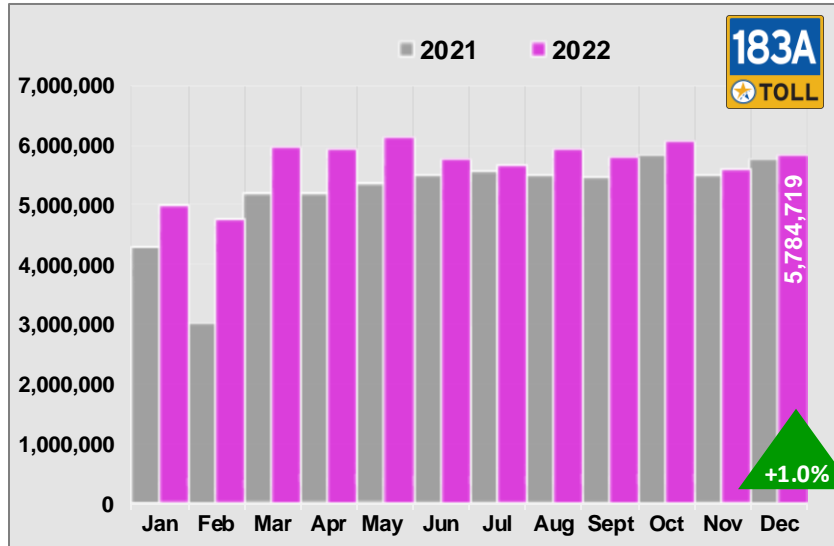
## (Percent Change Over Last 24 Months)





# Monthly Transaction Trend by Roadway

(Percent Change Over December 2021)





# AGENDA

## ITEM #10A-D

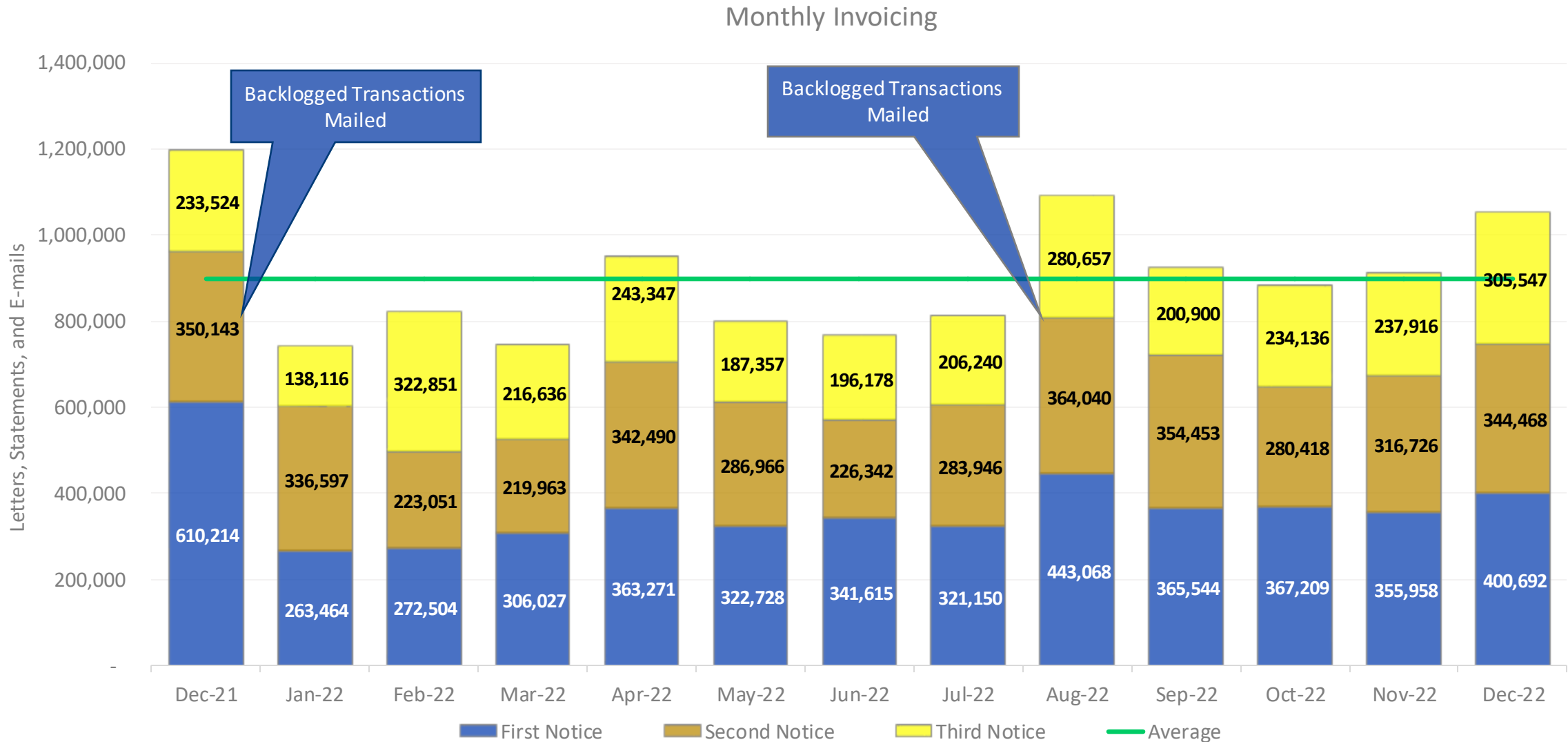
---

James Bass  
Executive Director

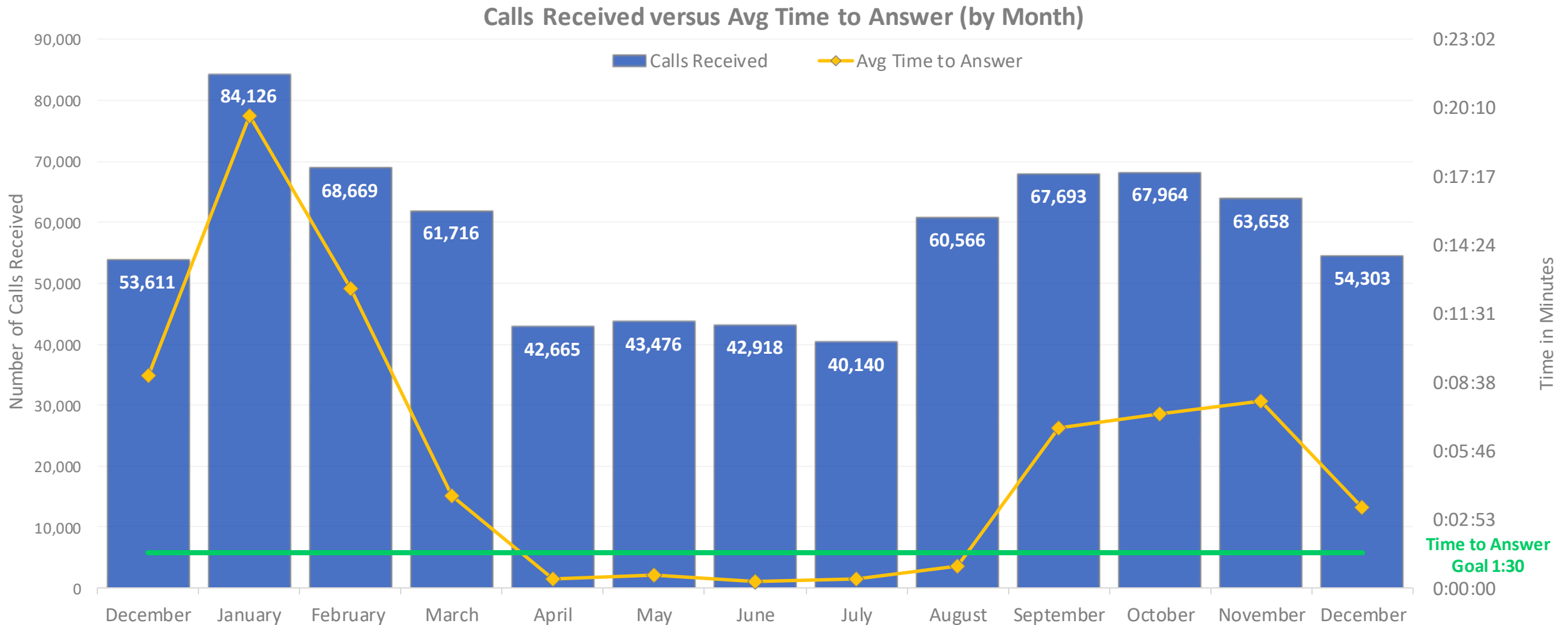
## Executive Director Report

- A. Issuance of a request for qualifications for investment advisory services
- B. Briefing on tolling & billing processes
- C. Agency performance metrics
  - I. Roadway performance
  - II. Call center performance
- D. 88<sup>th</sup> Legislative Session Update

# CTRMA PBM Invoicing Trends



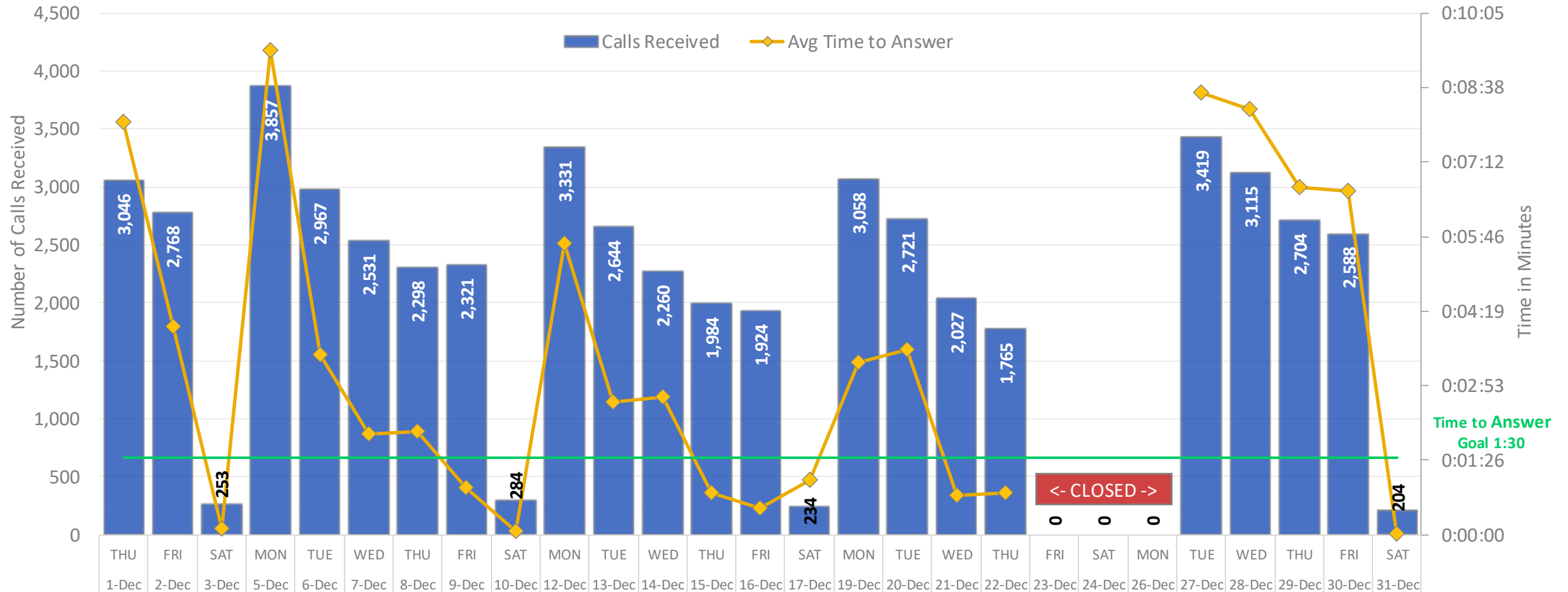
# Call Center Performance (Past Year)



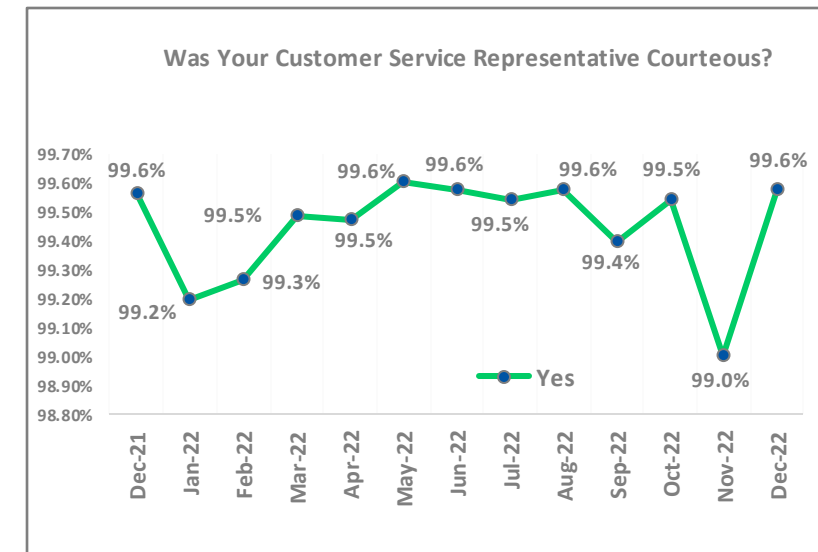
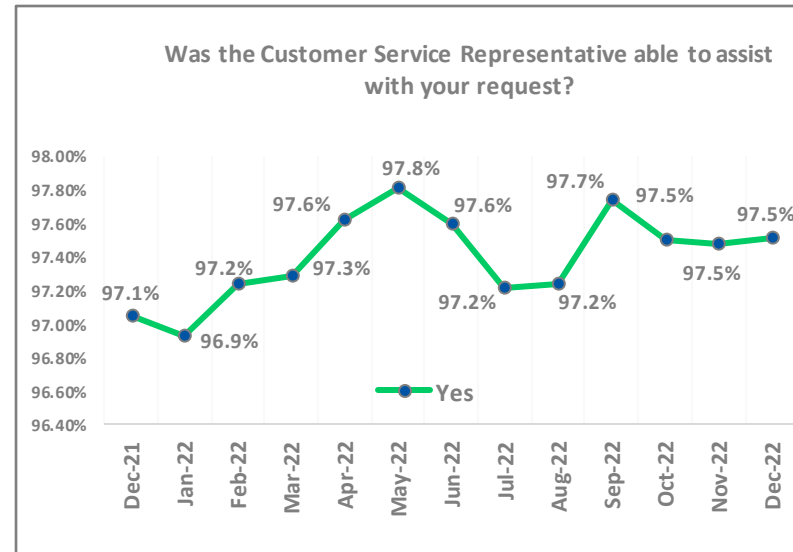
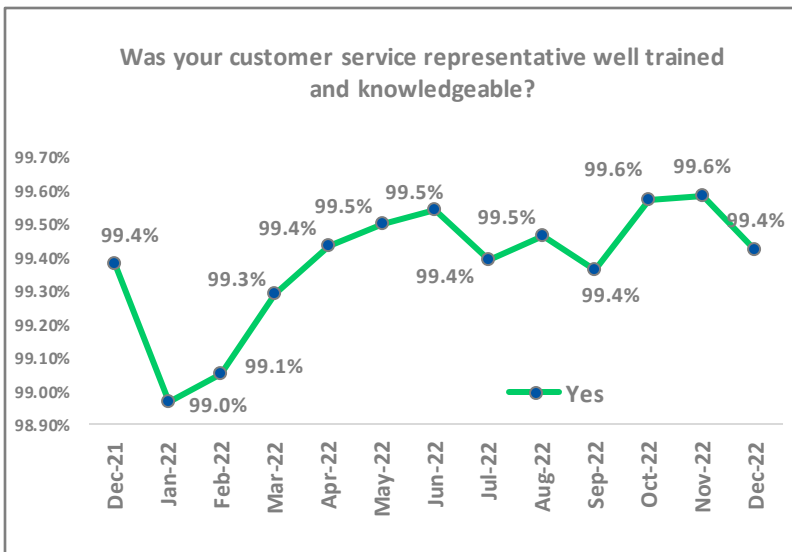
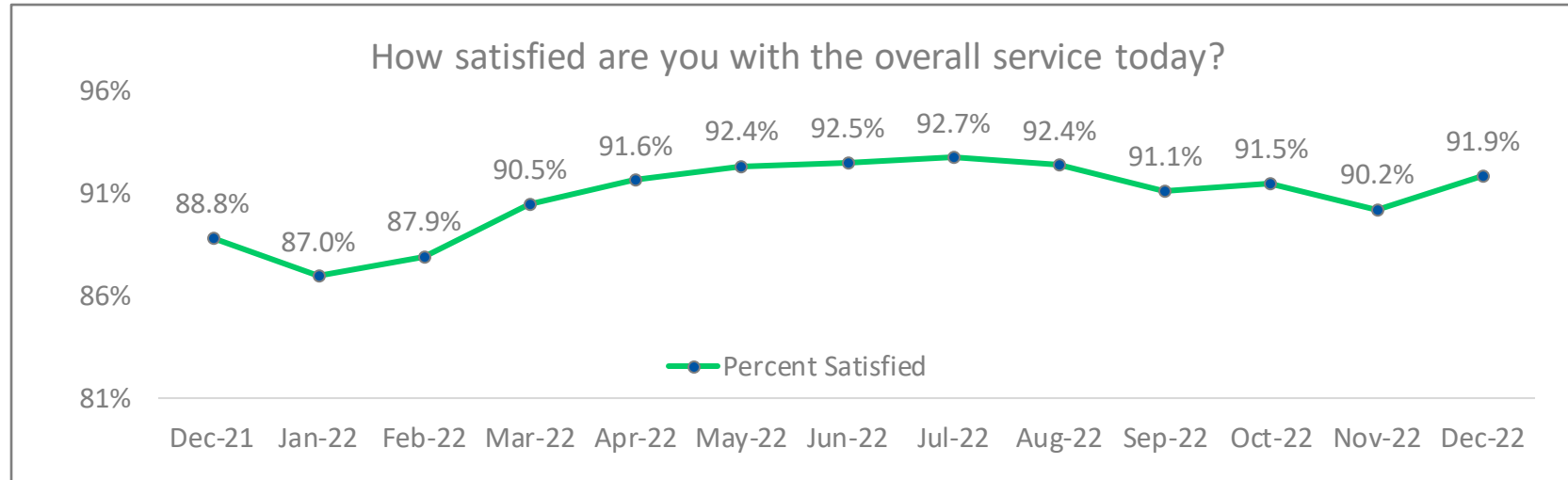
# Call Center Performance (Dec. 2022)



Calls Received versus Avg Time to Answer (by Day)



# Call Center Customer Satisfaction



Total Number of December 2022 Responses = 4,605 (8.5%)



# AGENDA

## ITEM #10A-D

---

James Bass  
Executive Director

## Executive Director Report

- A. Issuance of a request for qualifications for investment advisory services
- B. Briefing on tolling & billing processes
- C. Agency performance metrics
  - I. Roadway performance
  - II. Call center performance
- D. 88<sup>th</sup> Legislative Session Update



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

# **EXECUTIVE SESSION**

---





# EXECUTIVE SESSION

---

ITEMS #11-14

11. Discuss the sale, transfer or exchange of one or more parcels or interests in real property owned by the Mobility Authority and related legal issues as authorized by §551.071 (Consultation with Attorney) and §551.072 (Deliberation Regarding Real Property).
12. Discuss legal issues related to claims by or against the Mobility Authority; pending or contemplated litigation and any related settlement offers; or other matters as authorized by §551.071 (Consultation with Attorney).
13. Discuss legal issues relating to procurement and financing of Mobility Authority transportation projects and toll system improvements, as authorized by §551.071 (Consultation with Attorney).
14. Discuss personnel matters as authorized by §551.074 (Personnel Matters).



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

REGULAR MEETING OF THE

# BOARD OF DIRECTORS

---

## ADJOURN MEETING #15

January 25, 2023